Milldene Primary School

DEALING WITH COMPLAINTS - FLOWCHART

COMPLAINANT	SCHOOL

School-based stage

Informal stage

Pre- complaint - dealing with concerns
Informal discussion between complainant and school staff.
Formal complaint not accepted until this is exhausted

FORMAL STAGE 1

Lodges complaint **within 3 months** of incident happening

On receipt, acknowledges **within 3 school days**

If complaint is about the head teacher

Response received

Investigating officer/ head teacher gives response **within 15 school days**

Chair of Governors/ investigating officer responds **within 15 school days**

Still dissatisfied

Satisfied

Case closed

Head teacher reports outcome to governing body

Review lodged **within 10 school days** with chair of governors

Governors' panel meets **within 20 school days** to review case

FORMAL STAGE 2

Notified of decision **within 3 school days of panel review meeting**

Decision made **within 3 school days**

Still dissatisfied

Satisfied

Case closed

Chair of panel reports outcome to governing body

Secretary of State review

Appeal to Secretary of State for Education if consider governing body acted illegally or unreasonably