**Complaint Flowchart**

**(Note: this is a brief overview and reference should be made to the Policy and Procedures)**

Informal

stage

Complaint register

updated

Resolved:

Case closed

Resolved:

Case closed

Formal Stage.

Entry made in

the Complaints

Register

Complaints Review Committee assess

the complaint and Clerk informs the

Head/Chair and the complainant of

the decision. A brief report made to

Governing Board at next meeting by

Chair of Committee.

Unresolved

Unresolved

Headteacher/Chair of Governors

investigates and responds to

complainant.

Headteacher/Chair of

Governors receives

written complaint/

concern and responds

to complainant

If the complainant remains unhappy, the next stage is a complaint to the Secretary of State

for Education who will check the School’s Procedures.

Complainant requests that complaint is referred to

Review Committee via Clerk.