

## Complaints procedure

### Stages of complaint (not complaints against the headteacher or governors)

#### **Informal procedure to the class teacher**

(unless it is about the teacher, in which case it should go to a middle leader within the school)

If the complaint is not resolved then...



#### **Formal complaint**

(where the headteacher or a member of the leadership team designated by them will investigate)

If the complaint is not resolved then...



#### **Review panel**

(3 impartial members of the Governing Body will be appointed to look at the complaint/ members of other Governing Bodies where there are not three impartial members)

The complaint will be upheld (whole or in part) or dismissed (whole or in part)



#### **Refer to DfE**

If the complainant is not satisfied with the outcome of the school's complaints procedure, it can be referred to the Department for Education.

## Complaints against the headteacher, a governor or the governing board

**Informal procedure to the clerk**

If the complaint is not resolved then...



**Formal complaint**

(where it is about the chair and vice-chair, all of the board or most of the board, a committee of independent governors will hear the complaint)

If the complaint is not resolved then...



**Review panel**

(where it is about the chair and vice-chair, all of the board or most of the board, a committee of independent governors will hear the complaint)

The complaint will be upheld (whole or in part) or dismissed (whole or in part)



**Refer to DfE**

If the complainant is not satisfied with the outcome of the school's complaints procedure, it can be referred to the Department for Education.