

Complaints procedure

Stages of complaint

(For complaints against the headteacher or governors, please see page 2)

Informal procedure to the class teacher

(unless it is about the teacher, in which case it should go to a senior 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

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

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



Refer to Department for Education (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 (Clerk@portsdown.portsmouth.sch.uk or by letter via the school's office)

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 Department for Education (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.