Complaint Procedure Flowchart

Stage 1: Informal Resolution

Pre-complaint – dealing with concerns
Informal discussion between complainant and school staff. Many concerns can be dealt with satisfactorily without the need to resort to a formal procedure.

Complainant Satisfied

Not Resolved

Stage 2: Formal Complaint

Complainant lodges complaint **within 3 months** of the incident happening, which will be acknowledged by the school **within 5 days**.

Is the complaint about the Headteacher?

No

Yes

Investigating officer investigates and Headteacher responds **within 20 school days.**

May be dealt with by the Headteacher informally in first instance. If escalated to the CEO, they will delegate to a member of the Executive Team to investigate on behalf of the CEO and respond **within 20 school days.**

Not Resolved

Complainant Satisfied
Case Closed

Not Resolved

Stage 3: Panel Hearing

Complainant requests hearing by Complaints Panel via the Head of Governance **within 15 school days** of receiving the Stage 2 outcome.

Request to escalate to Stage 3 is acknowledged by the Head of Governance **within 5 school days** of receipt. Best endeavours will be made to convene meeting with the complainant **within 30 days** of receipt of the Stage 3 request.

Complainant notified of decision **within 5 school days** of panel hearing.
End of Trust's Complaint Procedure.

Complainant Satisfied

Still Not Resolved

Next Steps

If the complainant is unsatisfied with the outcome of the school or Trusts complaints procedure, they can refer their complaint to the Department for Education online at gov.uk/complain-to-dfe. You can send additional information and evidence by post to: Ministerial and Public Communication Division, Department for Education, Piccadilly Gate, Store Street, Manchester, M1 2WD