Complaints Policy
APPENDIX C

Summary of dealing with complaints

STAGE 1
Informal concern discussed with staff member and if necessary referred to the headteacher (10 days)

Issue resolved

Issue unresolved

STAGE 2

- Formal complaint submitted in writing
- Directors' Representative
- Acknowledge receipt of complaint (5 days)
- Formal complaint investigated by Headteacher/or headteachers representative
- Investigation (up to 20 days)
- Write to complainant with outcome of investigation

Issue resolved

Issue unresolved

STAGE 3

- Receive unresolved complaint in writing
- Respond to Complainant (5 days)
- Complaints Panel meeting arranged (within 20 days of receipt)
- Issue letter inviting complainant to meeting
- Hold panel meeting
- Issue letter confirming panel decision (10 working days from hearing)