

Concern heard by member of staff  
Ensure Headteacher is informed

Issue resolved

Issue not resolved

Stage 1 Informal  
Complaint heard by Headteacher  
Inform complainant of outcome

Issue resolved

Issue not resolved

Stage 2 Informal Governor involvement  
Complainant approaches Governor  
Governor investigates complaint  
Governor informs complainant of outcome

Issue resolved

Issue not resolved

Stage 3 Formal Governor's complaints panel meeting arranged  
Complainant makes formal complaint in writing to Chair of Governors  
Governors investigate complaint  
Issue letter confirming panel decision

Issue resolved

Issue not resolved

Complainant takes complaint to LA