

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