

Flow Chart for the Procedure of Concerns and Complaints

PARENT/CARER HAS AN INITIAL CONCERN



STAGE 1 (Informal)

INITIAL CONCERN HEARD AND INVESTIGATED BY STAFF MEMBER (FORM TUTOR/HEAD OF YEAR/CURRICULUM LEADER)



STAGE 2 (Informal)

CONCERN HEARD AND INVESTIGATED BY HEADTEACHER OR MEMBER OF THE SENIOR LEADERSHIP TEAM



STAGE 3 (Formal)

WRITTEN COMPLAINT FORM RECEIVED BY CLERK TO THE MANAGEMENT COMMITTEE OR CHAIR OF MC AND INVESTIGATION CARRIED OUT



STAGE 4 (Formal)

COMPLAINT HEARD BY MANAGEMENT COMMITTEE'S COMPLAINT PANEL

IF RESOLVED, COMPLAINT FINISHED.

IF COMPLAINT IS NOT RESOLVED, THE FINAL STAGE OF APPEAL TO THE SECUTARY OF STATE FOR EDUCATION IS WITH REGARD TO PROCESSS AND PROCEDURES ONLY.