

## Complaint Process

**Against:**

**Staff Member**

**Headteacher**

**Governor**

**Stage 1**  
Informal  
(Comment Form  
Appendix 1)

Directed to concerned person  
in person/ letter/ phone call  
Response within 7 calendar days

Response within 7 calendar  
days by Headteacher

Informal meeting

*Unresolved*

*Request made to Headteacher  
Within 14 calendar days*

*Request to Governors within  
14 calendar days*

**Stage 2**  
Formal  
(Complaint Form  
Appendix 2)

Investigation completed within  
14 calendar days

Investigation completed within  
21 calendar days

Written statements from  
all parties

*Unresolved*

*Request to Governing  
within 14 days*

*Request to Governors within  
14 days*

Interview/ Hearing  
Process concluded in 4 weeks

**Stage 3**  
Review Process

Review takes place within  
21 days

Review takes place within  
21 days

Written submission/ oral  
Review within 21 calendar days

Decision of Outcome within 5  
calendar days

Decision of Outcome within  
5 calendar days

Decision of Outcome within 5  
calendar days