

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