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 Interview/ Hearing Process concluded in 4 weeks
Unresolved	*Request to Governing within 14 days*	*Request to Governors within 14 days*	
Stage 3 Review Process	Review takes place within 21 days Decision of Outcome within 5 calendar days	Review takes place within 21 days Decision of Outcome within 5 calendar days	Written submission/ oral Review within 21 calendar days Decision of Outcome within 5 calendar days