



## WOOD GREEN ACADEMY

# COMPLAINTS FLOWCHART (FORMAL PROCESS)

### **Stage 1:**

**A)** Contact Head Teacher who will formally investigate your concerns and contact you to confirm the outcome of his enquiries

#### **Time Limits:**

10 working days for school to respond in writing

10 working days for complainants to respond in writing if they remain dissatisfied following the school's response

### **Stage 2:**

If you remain dissatisfied with the response, contact the Clerk of the Governing Body. A panel will hear the complaint and report their findings to you and the Head Teacher.

#### **Time Limits:**

20 working days for school to arrange a panel hearing

10 working days for the panel to respond in writing after the conclusion of the hearing

15 working days for complainants to respond in writing if they remain dissatisfied following the panel's response

If you remain dissatisfied you can refer your concerns to the Department for Education. A Department for Education officer will investigate the process the school has followed and prepare a report for the complainant and the Governing Body.

<https://www.gov.uk/complain-about-school>