



## WOOD GREEN ACADEMY

# COMPLAINTS FLOWCHART (FORMAL PROCESS)

### **Stage 2:**

**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 following the Schools response

### **Stage 2:**

**B)** If you remain dissatisfied contact the Chair of Governors in writing via the School or Governance Support. The Chair will respond or pass straight to stage two

#### **Time Limits:**

10 working days for school to respond in writing

10 working days for complainants to respond in writing following the Schools response

### **Stage 3:**

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

#### **Time Limits:**

20 working days for school to respond in writing

20 working days for complainants to respond in writing following the Schools response

### **Stage 4:**

If you remain dissatisfied you can refer your concerns to the Department for Education via their [online form](#). A Department for Education officer will investigate the process the school has followed and prepare a report for the complainant and the Governing Body.

#### **Time Limits:**

15 working days for the DFE to respond in writing

15 working days for complainants to respond in writing following the Department for Education response