



Complaints Flowcharts (To be reviewed November 2026)

Stage 1 - Informal

A concern or informal complaint can be made in person, in writing or by telephone. They may also be made by a third party acting on behalf of a complainant, as long as they have appropriate consent to do so.

Concerns should be raised with either the Year Leaders, SENCo (from parents of children with SEN about the school's support) or any member of the Senior Leadership Team. If the issue remains unresolved, the next step is to make a formal complaint.

Stage 2 – Formal Complaints

A Formal complaint should be made in writing to the Headteacher (or the Chair of Governors if the complaint is about the Headteacher) using the complaints form in the complaints policy. The Headteacher will then assign someone to formally investigate your concerns and will contact you to confirm the outcome of their enquiries

Time Limits:

- 15 working days for school to respond in writing If this deadline cannot be met the Headteacher will provide the complainant with an update and revised response date.
- 5 working days for complainants to respond in writing if they remain dissatisfied following the school's response

Stage 3 – Panel Hearing:

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>