Flowchart

Summary of Dealing with Complaints

Complaint heard by staff member
- Ensure complaints co-ordinator informed of outcome

Issue resolved

Issue not resolved

Complaint heard by headteacher
- Acknowledge receipt of complaint
- Write to complainant with outcome of investigation
- Suggest mediation – contact mediation service

Issue resolved

Issue not resolved

Governor's complaints panel meeting arranged
- Issue letter inviting complainant to meeting
- Issue letter confirming panel decision
- Ensure complaints co-ordinator informed of outcome