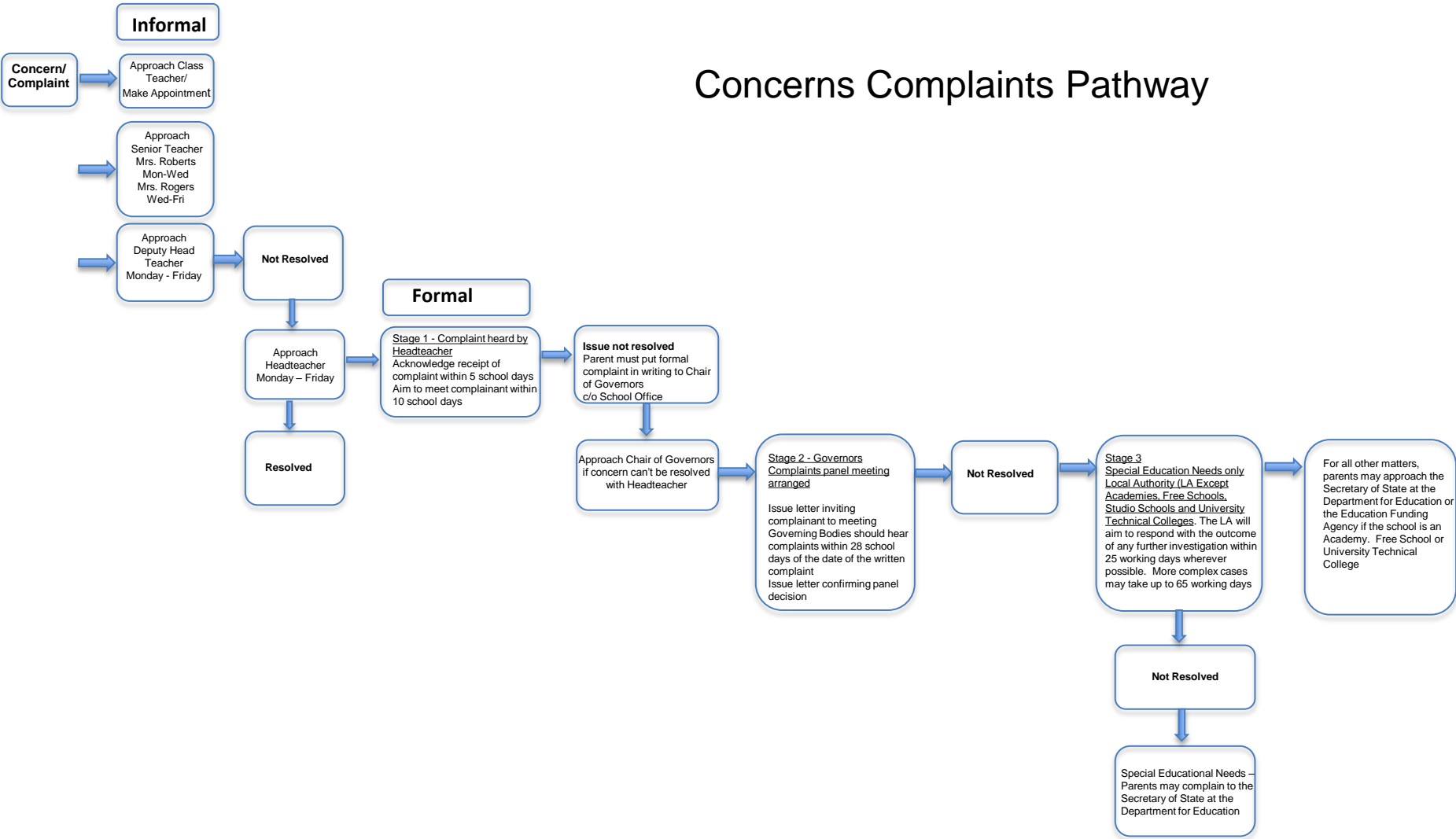


# Concerns Complaints Pathway



**Informal**

Approach Class Teacher/ Make Appointment

Approach Senior Teacher  
Mrs. Roberts Mon-Wed  
Mrs. Rogers Wed-Fri

Approach Deputy Head Teacher  
Monday - Friday

**Not Resolved**

Approach Headteacher  
Monday - Friday

**Resolved**

**Formal**

**Stage 1 - Complaint heard by Headteacher**  
Acknowledge receipt of complaint within 5 school days  
Aim to meet complainant within 10 school days

**Issue not resolved**  
Parent must put formal complaint in writing to Chair of Governors c/o School Office

Approach Chair of Governors if concern can't be resolved with Headteacher

**Stage 2 - Governors Complaints panel meeting arranged**  
Issue letter inviting complainant to meeting  
Governing Bodies should hear complaints within 28 school days of the date of the written complaint  
Issue letter confirming panel decision

**Not Resolved**

**Stage 3**  
Special Education Needs only Local Authority (LA Except Academies, Free Schools, Studio Schools and University Technical Colleges). The LA will aim to respond with the outcome of any further investigation within 25 working days wherever possible. More complex cases may take up to 65 working days

**Not Resolved**

Special Educational Needs - Parents may complain to the Secretary of State at the Department for Education

For all other matters, parents may approach the Secretary of State at the Department for Education or the Education Funding Agency if the school is an Academy, Free School or University Technical College