



# PARENT COMPLAINTS PROCEDURE

## Stage 1: INFORMAL

Expression of concern to relevant member of staff



Satisfactory outcome reached?



No Yes no further action



## Stage 2: HEADTEACHER'S INVESTIGATION

Parent makes a complaint to the Headteacher



Investigation conducted and reported to the parent



Satisfactory outcome reached?



No Yes no further action



## Stage 2a: HEADTEACHER & CHAIR OF GOVERNORS INVESTIGATION

Parent meets with Headteacher & Chair of Governors



Investigation conducted and reported to the parent



Satisfactory outcome reached?



No Yes no further action



## Stage 3: GOVERNORS REVIEW

Parent makes formal complaint to Clerk to the Governors



Governors complaint panel meet with parent & Headteacher



Satisfactory outcome reached?



No Yes no further action



## Stage 4: BEYOND THE SCHOOL

Parent /School requests the involvement of the LEA



Satisfactory outcome reached?



No Yes no further action



Parent appeals to Ombudsman/Secretary of State