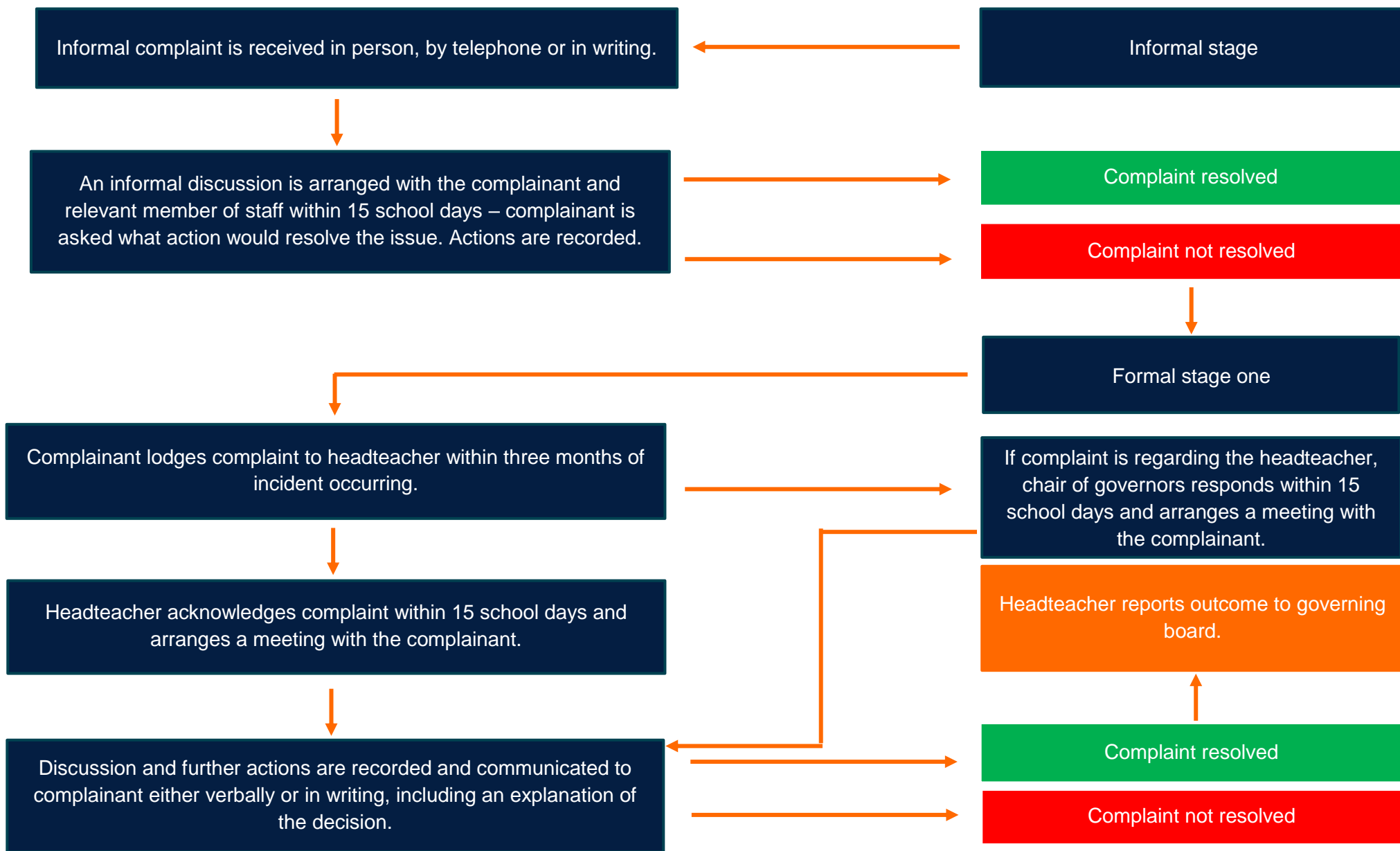
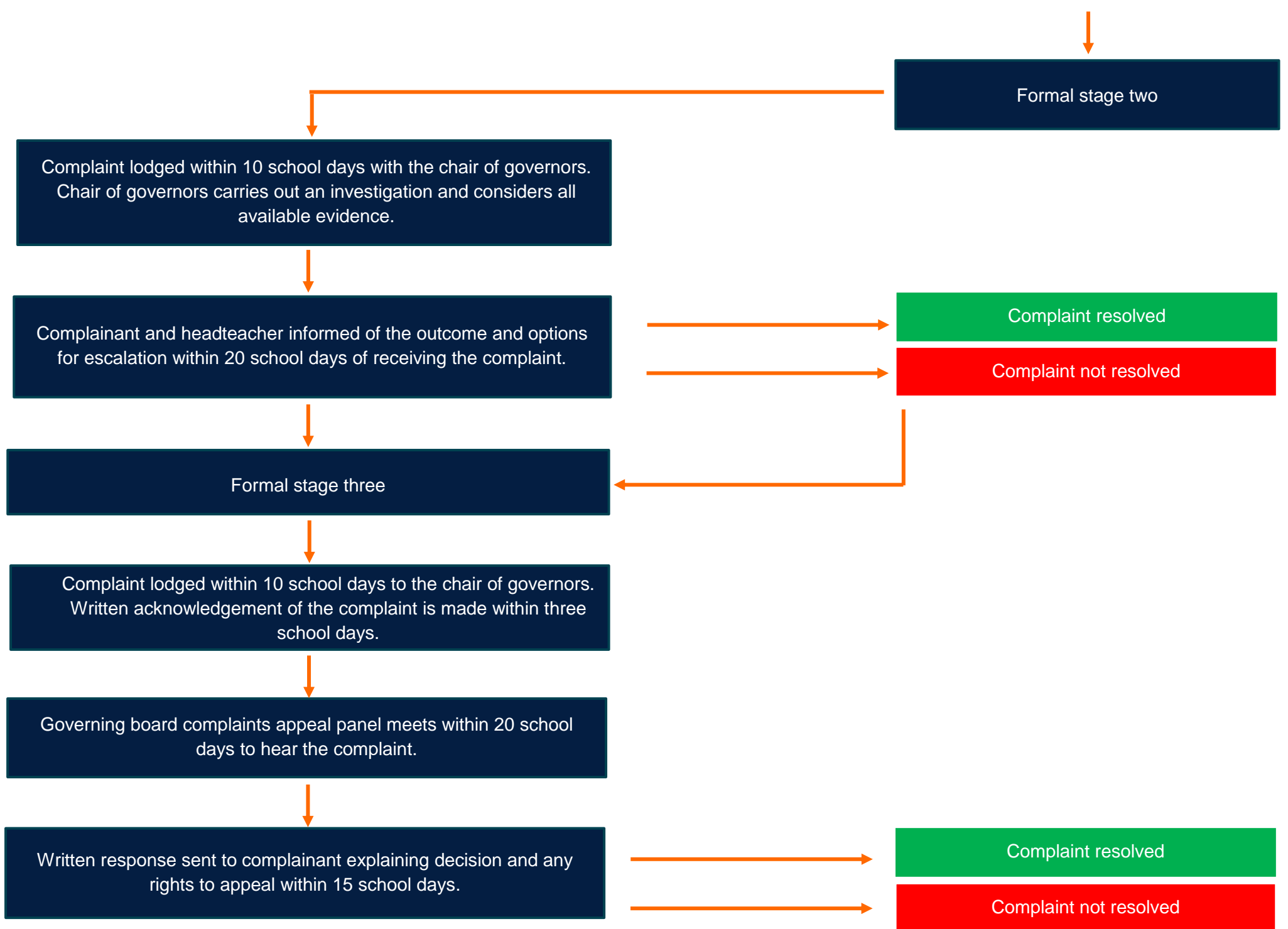




Complaints process







Appeal to Secretary of State or ESFA



An intervention will only be made if the school has acted:

- Unlawfully or unreasonably
- Breached a clause in its funding agreement.

Complaints log

Informal stage					
Date complaint received		Complainant name		Method received by	
Nature of complaint					
Name of complaint handler		Date receipt of complaint sent		Date of arranged discussion	
Outcome of discussion (include any findings and recommendations)					
Additional information (include, for example, details of any phone calls or other communications with the complainant)					
Complaint resolved? (Y/N)		Reasons if not resolved			

Formal stage one					
Date complaint received		Date receipt of acknowledgement sent		Method received by	
Name of complaint handler				Date of arranged discussion	
Outcome of discussion (include any findings and recommendations)					

Additional information (include, for example, details of any phone calls or other communications with the complainant)			
Date outcome of discussion sent to complainant		Reasons if not resolved	
Complaint resolved? (Y/N)			
If resolved, date reported to governing board			

Formal stage two				
Date complaint received by chair of governors		Date receipt of acknowledgement sent		Method received by
Name of complaint handler				
Outcome of chair of governors' consideration of all evidence				
Additional information (include, for example, details of any phone calls or other communications with the complainant)				
Date outcome of review sent to complainant and headteacher		Reasons if not resolved		
Complaint resolved? (Y/N)				

Formal stage three

Date complaint received by complaints appeal panel		Date receipt of acknowledgement sent		Method received by	
Name of complaint handler			Date of panel meeting		
Outcome of complaints appeal panel's meeting					
Additional information (include, for example, details of any phone calls or other communications with the complainant)					
Date outcome of panel meeting sent to complainant		Reasons if not resolved			
Complaint resolved? (Y/N)					
Next steps					