Please check the detail of the procedure for what needs to be included at each stage.

Informal

Concern-contact school to make arrangements to discuss with appropriate person

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Formal – Stage 1 – If unresolved

Write/contact Complaints Co-ordinator/HT, use form provided

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Acknowledge in 3 days, write/respond within further 15 school working days, unless negotiated timescale. HT deals

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Formal – Stage 2 – If unsatisfied

Write/contact to Chair within 10 days

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Chair acknowledges in 3 days, investigate within 15 days and write response within further 5 days. (unless negotiated timescale)

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Formal – Stage 3 – If unsatisfied

Write/contact to Clerk to Governors within 10 days stating why and referring to Complaints Panel,

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Hearing within 15 school working days. All documents to be received at least 5 days before hearing.

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Complaints Panel of 3 Governors considers complaint.

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Decision communicated in 5 school working days.
Complaints Panel decision is final school based stage

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If a complainant has completed the local procedures and the complainant remains dissatisfied, they have the right to refer their complaint to the Secretary of State.

The School Complaints Unit (SCU) considers complaints relating to LA maintained schools in England on behalf of the Secretary of State.