Appendix 5 – Flowchart summary of the Complaints Process Timescales.

Complainant raises a concern or informal complaint with the class teacher/ nformal complaint head of year/ subject head/ Principal Stage 1: 10 school davs Informal written response provided to the complainant Complainant raises a complaint in Complainant raises a complaint writing to the Principal via the about the Principal or a Governor school office. in writing to the Chair of Governors via the Clerk of Governors 5 school days Formal complaint Stage 2: Principal acknowledges complaint Chair acknowledges complaint via via email/letter and assigns a email/letter and assigns a suitably 15 school days or as oracticable after that complaint manager if necessary soon as reasonably skilled Governor to investigate Written response issued to Written response issued to complainant by Principal complainant by Governor assigned days of receipt of Within 10 school Stage 2 response Complainant requests a Governors Panel within 10 school days of receipt of the Stage 2 response via the Clerk of Governors – no further complaint can be added at this stage. 5 school days Clerk acknowledges complaint escalation via email/letter Within 20 school days or as soon as is practicable after that • 10 days before the meeting all parties will be advised of time, date and venue **Governors Panel** • 7 days before the meeting all parties need to provide their written material to Stage 3: • 5 days before the meeting all parties will be provided with any papers and written materials in the form of a complaints pack by the Clerk. A meeting is held with the clerk, panel, school and complainant, if the complainant does not wish to attend or is unable, the panel will proceed with written submissions from both parties. 10 school days Written outcome of appeal communicated to complainant by the Clerk of Governors Author: Version: Review Date: Date Approved: Page 18 of 19 H Abbott V2 BL December 2023 Dec 2025