

STAGE 3

Complainant requests a meeting with the Head Teacher



Head Teacher meets with complainant within 10 school days to review the complaint i.e. how it had been investigated and the basis on which the decision was made



Satisfactory outcome reached?



NO

Move to stage 4



YES

→ no further action

STAGE 4

Complainant writes to Head Teacher within 10 school days to lodge a formal appeal against the HT's decision, giving reasons for continued dissatisfaction



Head Teacher acknowledges appeal in writing within 5 working days. Appeal letter forwarded to Chair of Governing Body within 5 school days



GB Complaints Committee conducts oral hearing within 15 school days which the complainant and Head Teacher will be able to attend

(accompanied by a friend or representative)



Satisfactory outcome reached



NO

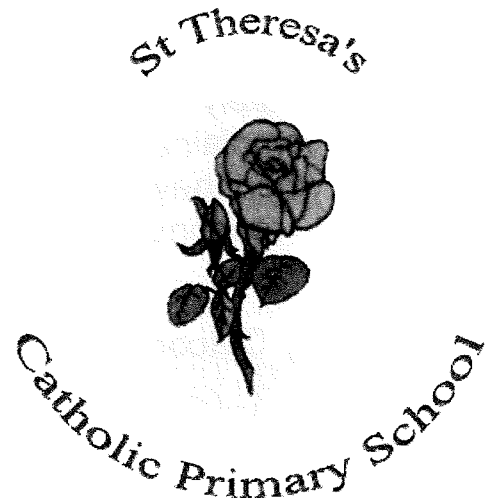


YES



no further action

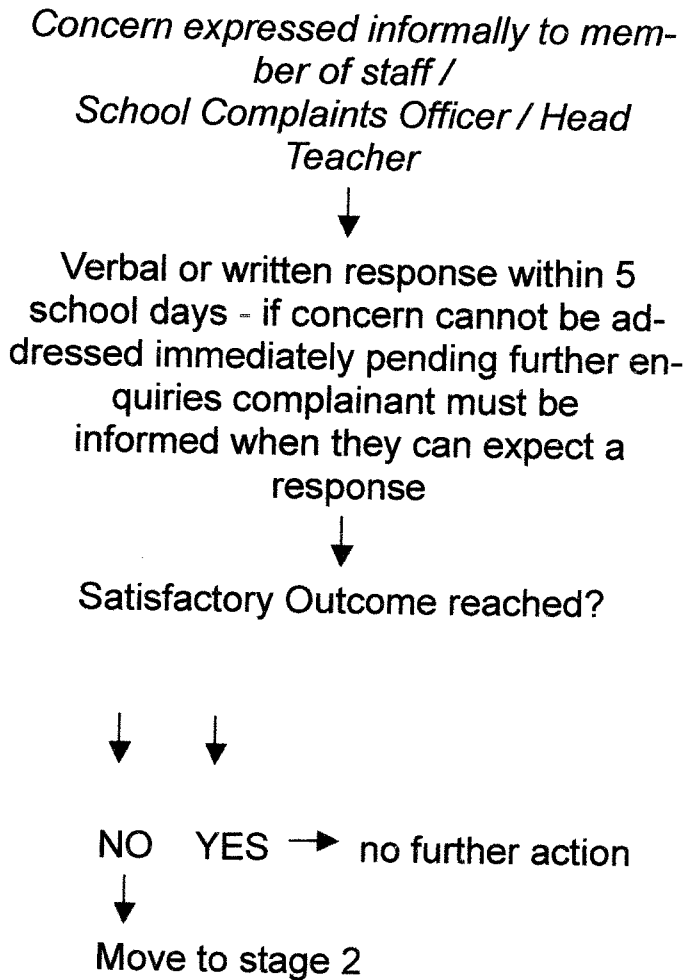
St Theresa's Catholic Primary School



DEALING WITH GENERAL COMPLAINTS IN SCHOOLS



STAGE 1



STAGE 2

