

Christ Church C.E. Primary School

Complaints Procedure

A complaint must be raised within 3 months of the incident

Stage 1

Informal: raised with the relevant member of staff or the Headteacher
Acknowledge within 2 days
Investigate & respond within 7 days



Resolved: no further action required

Not Resolved: formal complaint using complaint form to Headteacher

Stage 2

Formal complaint to Headteacher using complaint form
Arrange meeting with Headteacher
Investigate & respond within 14 days



Resolved: no further action required

Not Resolved: inform Chair of Governors within 10 days

Stage 3

Formal complaint to Chair of Governors
Investigate & respond within 14 days



Resolved: no further action required

Not Resolved: inform Chair of Governors within 10 days to convene the Governors Complaints panel

Stage 4

Governors Complaints panel review the process
Convene a meeting within 14 days if possible
Written decision within 14 days of the meeting



Resolved: no further action required

Not Resolved: refer to the Schools Complaints Unit