#### Making a complaint about a Teacher (other than the Principal) (*with timescales for responses*)

Discuss the complaint with the **Teacher**.

Implement any agreements.

**Complaint resolved** –

No further action required.

**INFORMAL Stage**

**Step 1**

Speak with the

**Teacher** concerned

(Teacher/Vice-Principal)

Schedule Meeting with Principal to discuss the issue.

Discuss the complaint.

Implement any agreements.

**Complaint resolved** –

No further action required.

**INFORMAL Stage**

**Step 2**

If complaint is unresolved following **Step 1,** contact the **Principal (verbally)** to arrange a meeting

**Principal** to examine complaint

If complaint is from a member of staff or relates to a Child Protection issue it will no longer be dealt with under the Parental Complaints Procedure, but will be dealt with under the relevant Employee Relations Policy or Child Protection Policy.

**Principal** to acknowledge receipt of letter of complaint (**within 10 working days**)

Investigate the complaint.

Implement any agreements/changes.

**Principal** to confirm outcomes in writing (**within 20 working days**)

No further action required.

**FORMAL Stage**

**Step 3**

If complaint is unresolved following **Steps 1** and **2** or procedures are to be initiated at **Step 3**

write to the **Principal**

**Chairperson** to acknowledge receipt of letter (**within 10 working days**)

Investigate the complaint/meet with complainant.

Implement any agreements/changes.

Confirm outcomes in writing (**within 25 working days**).

No further action required.

**FORMAL Stage**

**Step 4**

If complaint remains unresolved following **Steps 1, 2 and 3** write to **Chairperson** **of Board of Governors** for referral to **Complaints**

**Sub-Committee**

**Chairperson** to acknowledge receipt of letter (**within ten working days**)

Meet with complainant (**within 30 working days**)

Consider the complaint

Implement any agreements/changes

Confirm outcomes in writing (**by 40th working day**)

#### 

**APPEALS PROCESS**

**Step 5**

Written request to **Chairperson**

to have case heard by

**Appeals Sub-Committee**

**of Board of Governors**

**Chairperson** to acknowledge receipt of letter (**within ten working days**)

Meet with complainant (**within 30 working days**)

Consider the complaint

Implement any agreements/changes

Confirm outcomes in writing (**by 40th working day**)