

Etwall Complaints Procedure

You have a concern and contact school to make arrangements to discuss with the appropriate person.

Member of staff tries to resolve it

Satisfied

Not satisfied

Contact Headteacher using form provided to make a formal complaint at Stage 1

Complaint acknowledged by headteacher within 3 days. You are notified of the outcome within 15 school working days, unless timescale has been negotiated.

Satisfied

Not satisfied

Contact Chair of Governors within 10 days of receiving outcome to take this to Stage 2.

Chair of Governors acknowledges within 3 days. The complaint is investigated within 15 days and a written response is given within a further 5 days, unless the timescale has been negotiated.

Satisfied

Not satisfied

Contact the Clerk to Governors within 10 days to refer to the Governor Complaints Panel.

Hearing arranged within 15 school days. Documents sent out at least 5 days before the hearing.

A panel of 3 governors consider the complaint and a decision is communicated within 3 school working days. The decision of the Complaints Panel is the final school-based stage.

Satisfied

Not satisfied

Contact the School Complaints Unit if you feel that the school has not adhered to its policy or followed correct procedure.