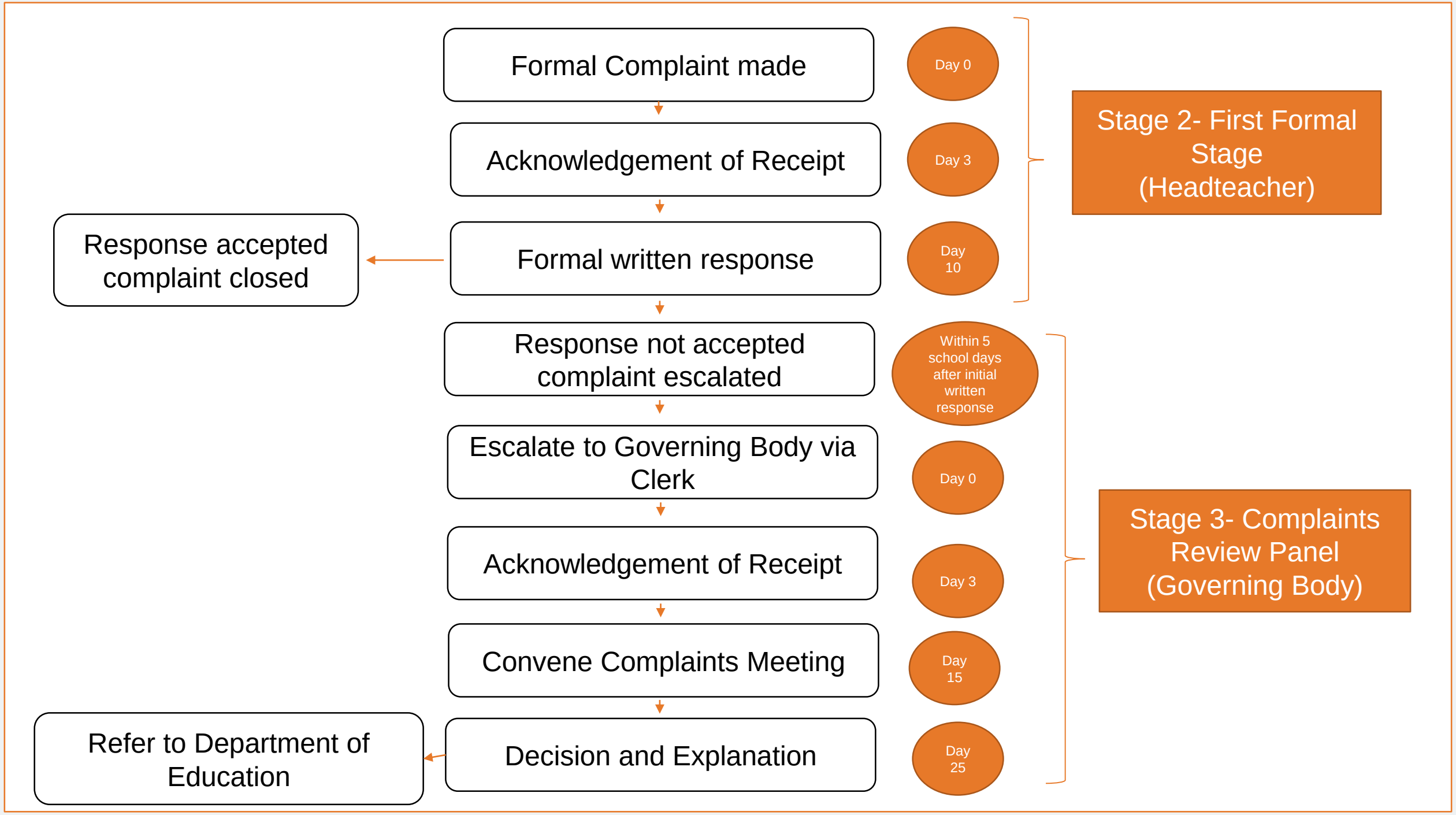
Formal Complaint made
Day 0
Acknowledgement of Receipt
Day 3
Response accepted complaint closed
Formal written response
Day 10
Stage 2- First Formal Stage (Headteacher)
Response not accepted complaint escalated
Within 5 school days after initial written response
Escalate to Governing Body via Clerk
Day 0
Acknowledgement of Receipt
Day 3
Convene Complaints Meeting
Day 15
Refer to Department of Education
Decision and Explanation
Day 25
Stage 3- Complaints Review Panel (Governing Body)