The Villages' Multi-Academy Trust

Complaints Procedure/Policy Flowchart

Stage One Complaint heard by staff member Ensure head teacher is informed of outcome Issue not resolved: Issue resolved formal complaint form provided within days Stage Two (formal) **Complaint about Headteacher Complaint heard by Headteacher** • FAO Chair of Governors, via Acknowledge receipt within 3 Office, marked CONFIDENTIAL school days Acknowledge receipt within 3 Write to complainant within 15 school days school days Write to complainant within 15 school days Issue not resolved: Issue resolved Issue not resolved: Issue resolved information sent on information sent on Stage Three (formal) **Governors' Complaints Panel Meeting** Acknowledge receipt of complaint within 5 school days Invite complainant to meeting within 10 school days Issue letter confirming panel decision within 5 school days Issue resolved Issue not resolved: information sent on The Secretary of State for Education Requests all relevant paperwork

Reviews all procedures have been followed by

school / Trust