

The Villages' Multi-Academy Trust

Complaints Procedure/Policy Flowchart

Stage One

Complaint heard by staff member

- Ensure head teacher is informed of outcome

Issue resolved

Issue not resolved:
formal complaint form
provided within days

Stage Two (formal)

Complaint about Headteacher

- FAO Clerk of Governors, via Office, marked CONFIDENTIAL
- Acknowledge receipt within 10 school days
- Write to complainant within 15 school days

Complaint heard by Headteacher

- Acknowledge receipt within 10 school days
- Write to complainant within 15 school days

Issue resolved

Issue not resolved:
information sent on

Issue resolved

Issue not resolved:
information sent on

Stage Three (formal)

Governors' Complaints Panel Meeting

- Acknowledge receipt of complaint within 10 school days
- Invite complainant to meeting within 15 school days
- Issue letter confirming panel decision within 10 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