



Flow chart – Complaints Procedure

Stage	Action
<p>Informal</p>	<p>Discuss matters with class teacher or a member of the school’s senior leadership team</p>
<p>Stage 1 – Formal (Headteacher dealing with matter)</p>	<p>Write to the Headteacher (where possible using the complaint form) at the schools address.</p>
<p>Stage 2 – Formal (Governing Body complaints committee dealing with the matter)</p>	<p>Write to the Governing Body complaints committee via the Clerk to Governors at the school address.</p>
<p>Next Steps (Department for Education DfE)</p>	<p>Contact the DfE either online, by telephone or in writing.</p>