Flowchart - Summary of complaints procedures

Concern raised and heard by staff member

Issue not resolved

Issue resolved

End of process

Informal Processes

Formal Processes

Complaint heard by head teacher
- Complainant invited to the meeting by letter
- Complainant informed of outcome of investigation in writing

Issue resolved

End of process

Issue not resolved

Complaint heard by Chair of Governors
- Complainant invited to the meeting by letter
- Complainant informed of outcome of investigation in writing

Issue resolved

School based complaints officer informed of the outcome

End of process

Complaint about processes followed

Review by Governor's Complaint Panel
- Complainant sent written acknowledgement of complaint
- Complainant sent letter confirming panel decision

Issue resolved

End of process

Issue not resolved

Complainant given details how to refer complaint to DfE or Ofsted

THE DIOCESE OF GLOUCESTER ACADEMIES TRUST
unlocking potential