

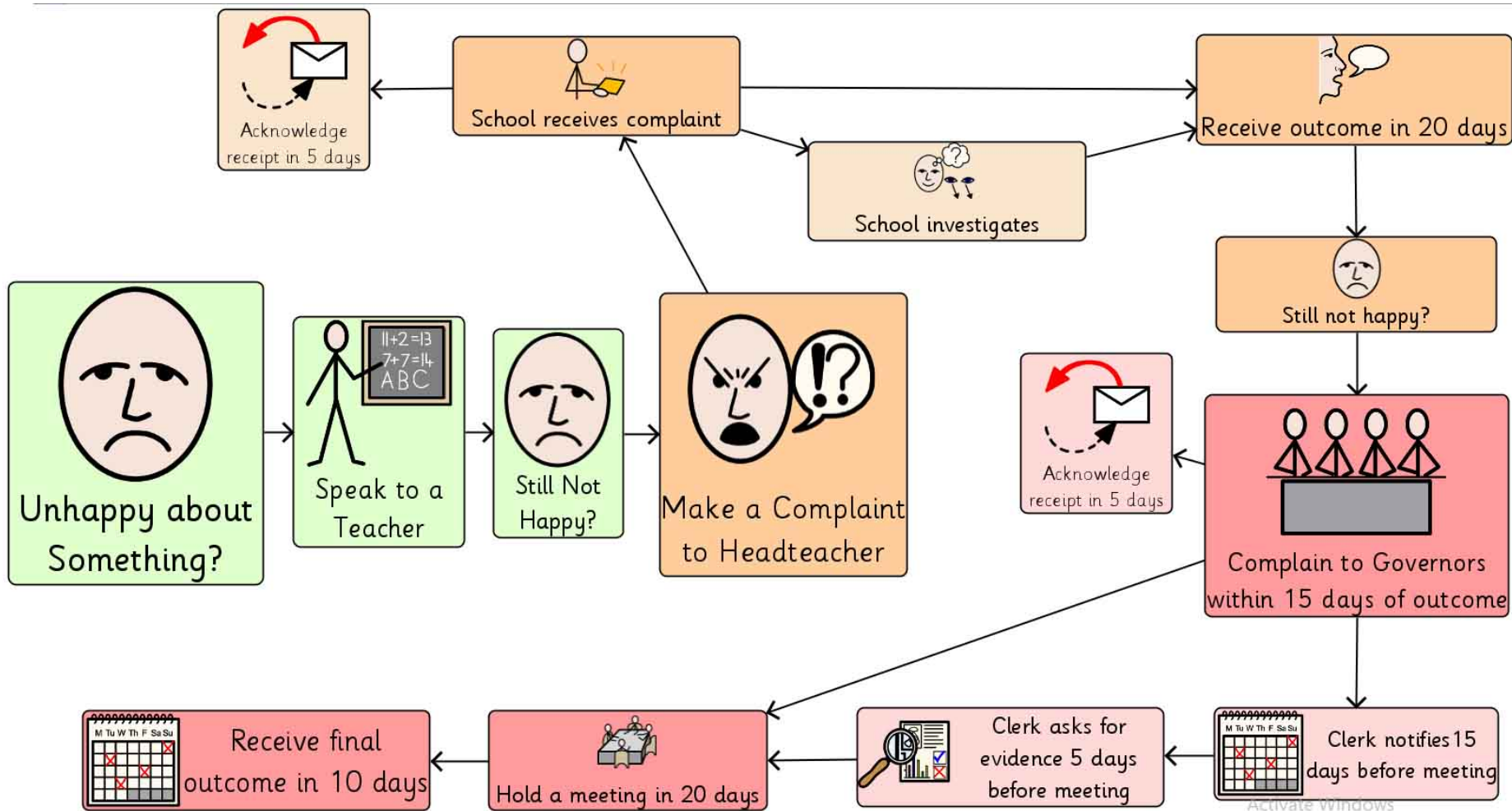


The Complaints Process

Informal (Stage 1)

Formal (Stage 2)






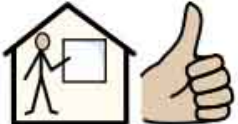

Appeal (Stage 3)



The Complaints Process (Easy Read)

	<p>If you are not happy about something you can complain</p>
	<p>You should speak to a teacher first to explain what you are unhappy about</p>
	<p>If you are still not happy you can speak to the Headteacher</p>
	<p>If you want to complain about the Headteacher then you should speak to the Chair of Governors</p>
	<p>There are some things that may need to be dealt with in a different way</p>
	<p>You must make a complaint in writing. There is a form to fill in</p>
	<p>The Headteacher will let you know that she has received your complaint in 5 days</p>

	<p>There will be an investigation to see what happened and why it happened</p>
	<p>The Headteacher will tell you what she finds out within 20 days</p>
	<p>The Headteacher might say sorry</p>
	<p>The Headteacher might decide that the school has done nothing wrong</p>
	<p>If you are still not happy you can complain to the Chair of Governors within 15 days</p>
	<p>A meeting will be arranged within 20 days where you can show your evidence</p>
	<p>You will be told when the meeting will be at least 15 days before the meeting date</p>

	<p>At the meeting, the Chair of Governors will ask you to tell her about your complaint</p>
	<p>The Chair of Governors will make a decision</p>
	<p>The Chair of Governors will write to you to let you know what she decides within 10 days</p>
	<p>The Chair of Governors might say sorry</p>
	<p>The Chair of Governors or the Headteacher might decide to make changes so it doesn't happen again</p>
	<p>Or she might decide that the school didn't do anything wrong</p>
	<p>If you are still not happy you can complain to the Department for Education</p>