# Complaints Flowchart

If the complainant remains unhappy, the next stage is a complaint to the Secretary of State for Education who will check the School’s Procedures.

**(Note: this is a brief overview and reference should be made to the Policy and Procedures)**

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School receives complaint/concern and responds to complainant

Resolved: Case closed

Informal stage

Unresolved

Formal Stage. Entry made in the Complaints Register

Headteacher/Chair of Governors investigates and responds to complainant.

Resolved:

Case closed

Unresolved

Complainant requests that complaint is referred to Review Committee via Clerk.

Complaint register updated

Complaints Review Committee assess the complaint and Clerk informs the Head/Chair and the complainant of the decision. A brief report made to Governing Body at next meeting by Chair of Committee.