Holy Trinity Complaints Procedure Flowchart

Is it a Concern or a Complaint?

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Concern → Informal resolution (Email, call or quick chat)
Complaint → Formal (in writing) – Must use Complaint Form

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Concern → Discuss with staff
Complaint → Submit to:
- Headteacher (if about staff)
- Chair of Governors (if about HT)
- Clerk to Governors (if about governors)

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Concern → Response within 2 working days
Complaint → Acknowledgement within 5 school days

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Stage 1: Investigation

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- HT (or independent investigator if the complaint is about the headteacher, or a member of the governing body) investigates
- May involve meetings/interviews
- Outcome in writing within 15 school days

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Is the complainant satisfied with the outcome? A meeting must be held to discuss the outcome.

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Yes → ☑ Resolved
No → ➡ Escalate to Stage 2 (within 10 school days)

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Stage 2: Complaints Committee Review

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- Panel of 3 impartial governors
- Meeting held (within 15 school days)
- Submit evidence beforehand
- Complainant may attend with support

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Committee Decision:
- Uphold / Dismiss / Recommend Action

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Written outcome sent within 10 school days

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Is the complainant still dissatisfied?

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No → ☑ Resolved
Yes → 📤 Escalate to DfE