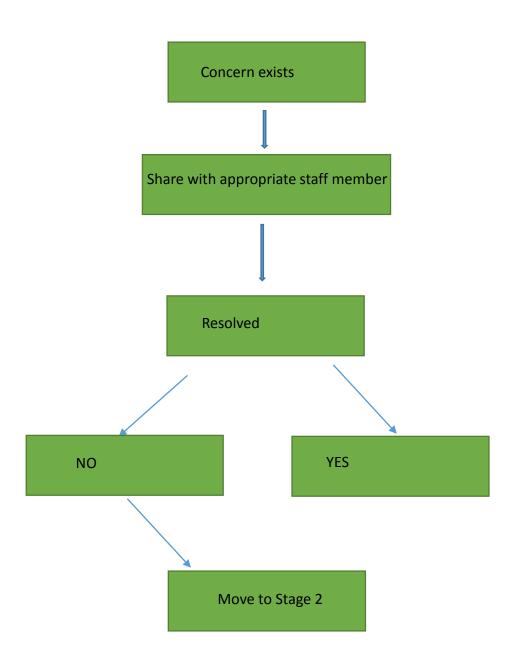
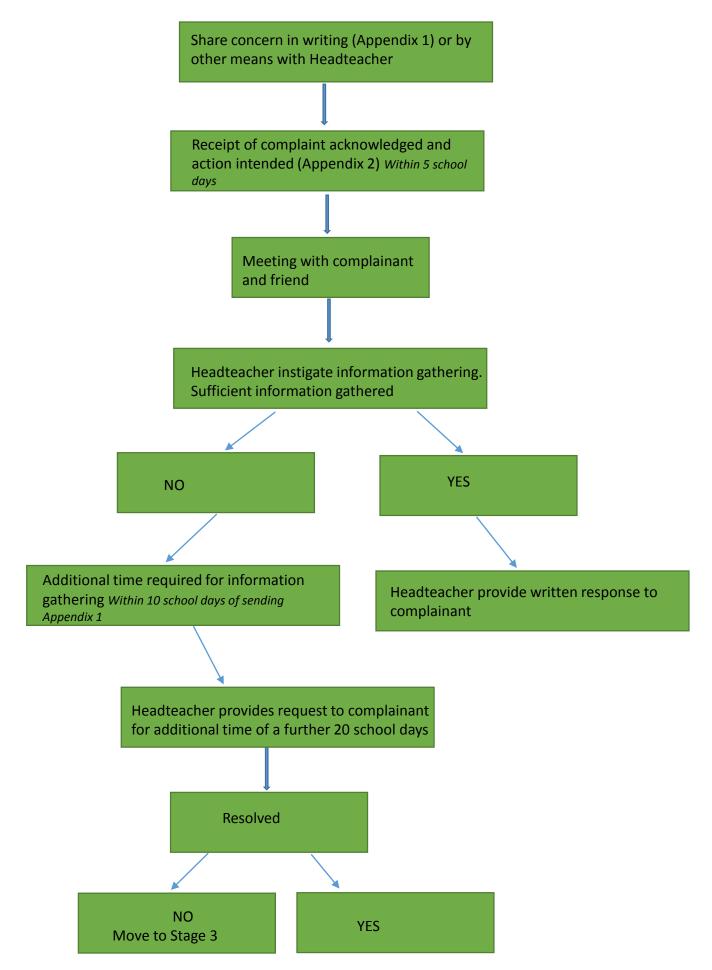
Concerns (& Complaints)

Stage 1 (Informal)



Stage 2 (Formal)



Stage 3 Complainant shares in writing FAO Chair of Governors (Appendix 3) Receipt of complaint acknowledged and action intended (Appendix 4) Meeting with Chair of Governors, complainant, friend Chair of Governors instigates information gathering. Sufficient information gathered NO YES Chair of Governors requests additional Chair of Governors provide written response to complainant time Within 10 school days Sufficient information collected YES NO Chair of Governors requests Chair of Governors provide written additional time Within 20 school response to complainant days Chair of Governors provides written response Resolved NO YES Move to Stage 4

Stage 4

