



FLOW CHART SHOWING SPJS'S CONCERNS/COMPLAINT PROCEDURE

Stage 1: Informal Complaint Sharing Initial Concern

Meeting with class teacher to share concern



Meeting with year leader



Meeting with a member of the Senior Leadership Team: Mrs Haldane (School Business Manager), Mrs Burridge (Deputy), Mrs Quigley (Assistant Head) or Mrs Lamy (Headteacher)

If unresolved: Stage 2 - Formal Complaint to Headteacher

Write a letter to Mrs Lamy informing her of your complaint.



Meeting/investigation to resolve the complaint

If still unresolved: Stage 3 - Formal Complaint - Writing to the Co-Chairs of Governors

Write to Mrs Lamy (Headteacher) & Mrs E Clements/Ms J Smith (Co-Chairs of Governors) using Appendix A complaint form which will be heard by the Complaints committee of the Full Governing Body



A complaints committee panel hearing will be convened

For full details about each stage please read the full concerns and complaints policy