



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 Burrige (Deputy), Mrs Quigley (Assistant Head) or Mrs Lamy (Headteacher)

If unresolved: Stage 2 - Formal Complaint

Fill out Complaint Form (Appendix A) and send to Mrs Lamy (Headteacher) or Mrs S Skeels (Chair of Governors)



Meeting/investigation to resolve the complaint

If still unresolved...

Write to the headteacher/Clerk to the FGB to request for a complaint to be heard by 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