



**Billesley Primary School
Complaints Procedure: flowchart**

	Complaint raised and received and passed to appropriate member of staff = headteacher, if complaint from anyone other than a parent or carer)
	Complaint heard by staff member (informally and as soon as possible)
Issue resolved: (including no further action)	Issue not resolved
	Complaint heard by headteacher <ul style="list-style-type: none"> • Acknowledge receipt of complaint • Meet with complainant to clarify complaint • Look into complaint as soon as possible • Inform complainant of outcome (+ write to confirm)
Issue resolved: (including no further action)	Issue not resolved
	Complaint referred to Chair of Governors <ul style="list-style-type: none"> • Governor's complaints panel arranged • Issue letter inviting complainant to meeting
	Panel meet: decide to dismiss / uphold / decide action / recommend change and issue letter confirming panel decision *END OF PROCESS FOR SCHOOL*
	Complainant may complain to the LEA who may review due process