



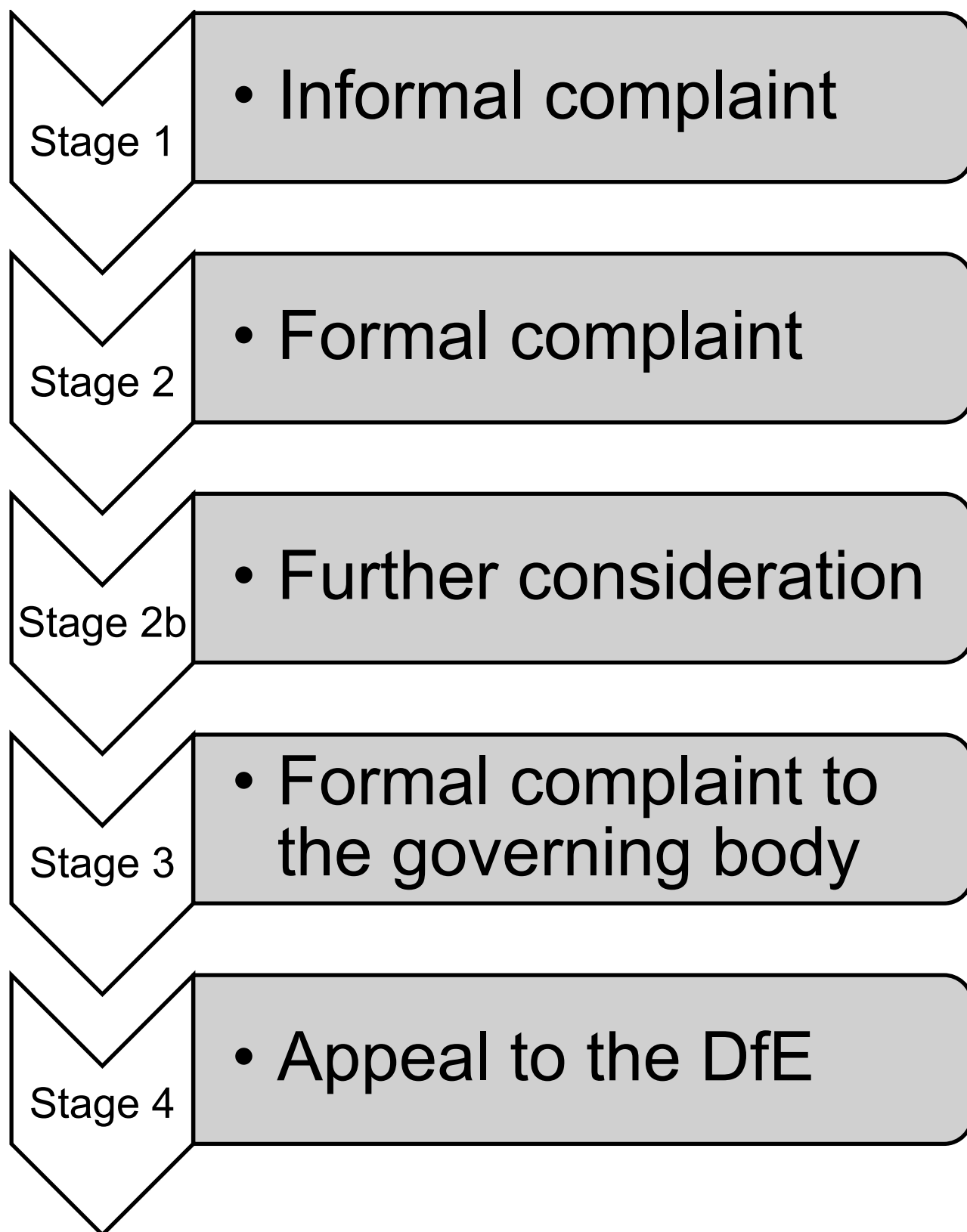
Saint JohnBosco Catholic Primary School

Complaints Procedure at a Glance 17-18

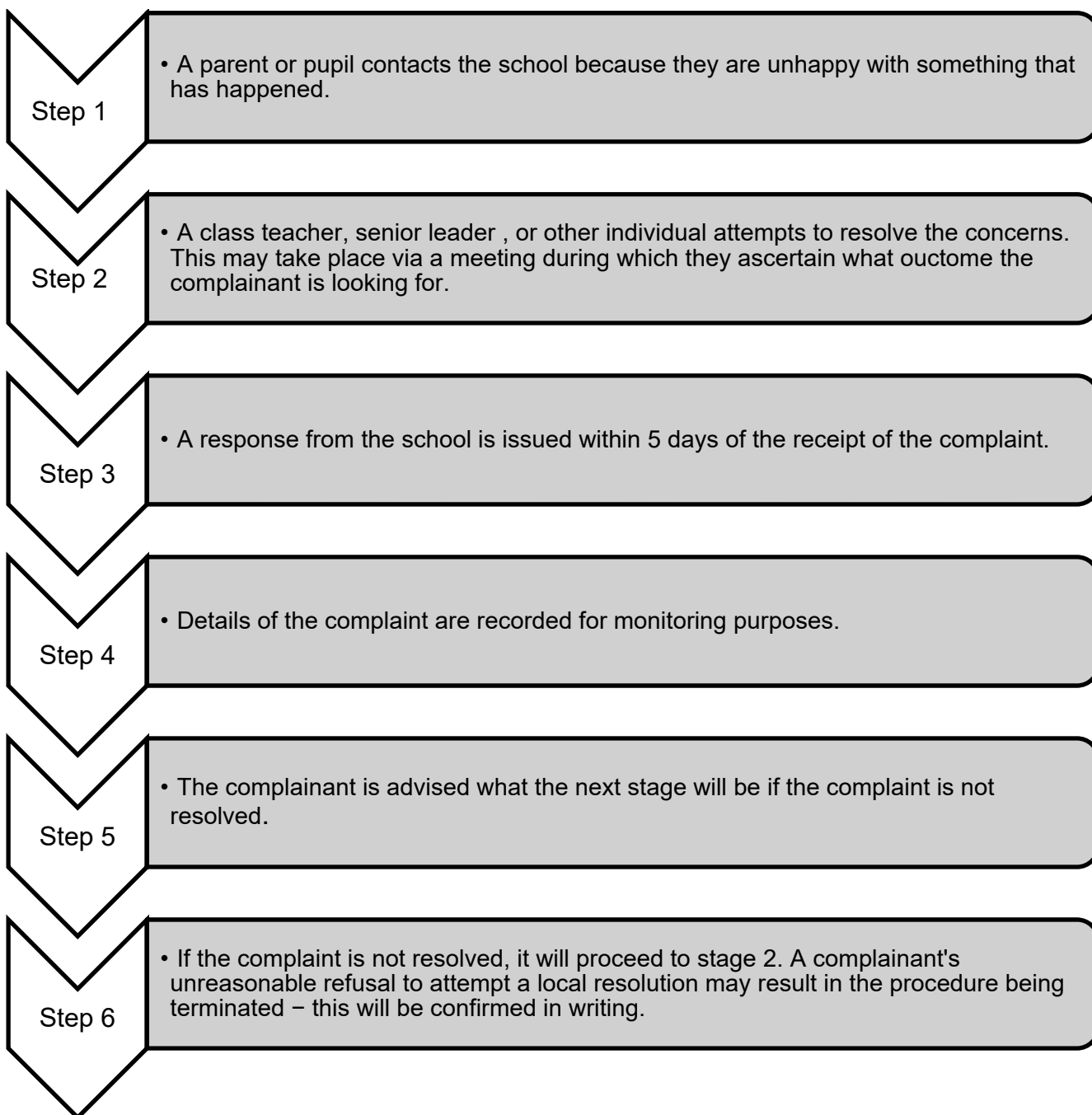
We adopt the Sandwell Authority Whistle Blowing Policy, this policy is published on our website.

St Johnbosco Catholic Primary School Complaints procedure

Complaints procedure at-a-glance



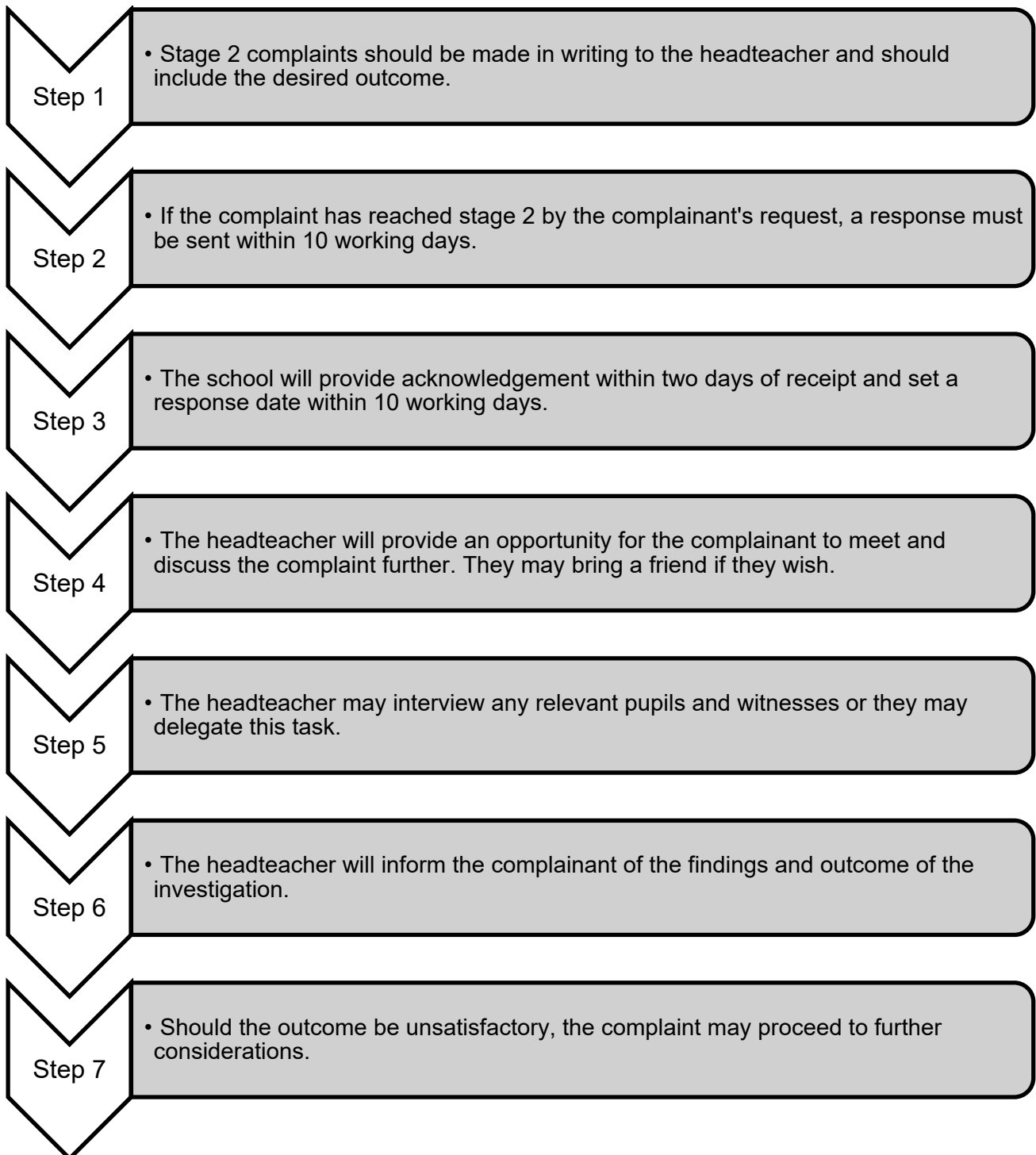
Stage 1 – Informal complaint



Considerations

If the complaint is centered on a class teacher or any individual in a management role it will be proceed directly to stage 2, as it would be inappropriate for someone other than the headteacher or deputy headteacher to respond. The headteacher can escalate the complaint to stage 2 at any time if they deem it appropriate.

Stage 2 – Formal complaint



Considerations

Should the complaint be regarding the headteacher it may be prudent for it to proceed directly to stage 3.

Stage 2b – Further considerations

Step 1

- The complainant should submit in writing any complaint in respect of the headteacher's investigation to the chair of governors.

Step 2

- The chair of governors may also carry out an investigation and consider all available evidence.

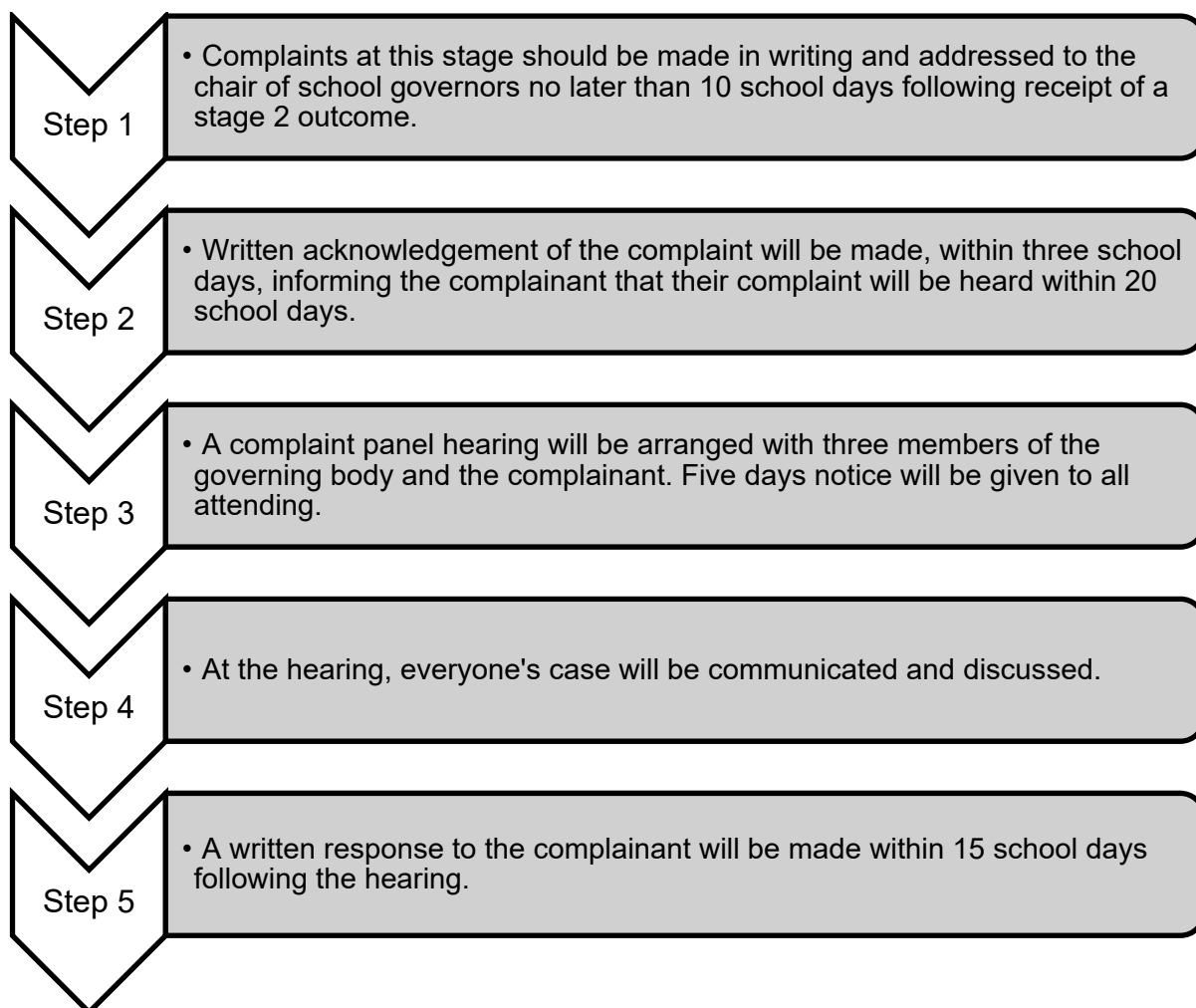
Step 3

- The complainant and the headteacher will be informed of the outcome within 15 school days of the chair of governors receiving the complaint.

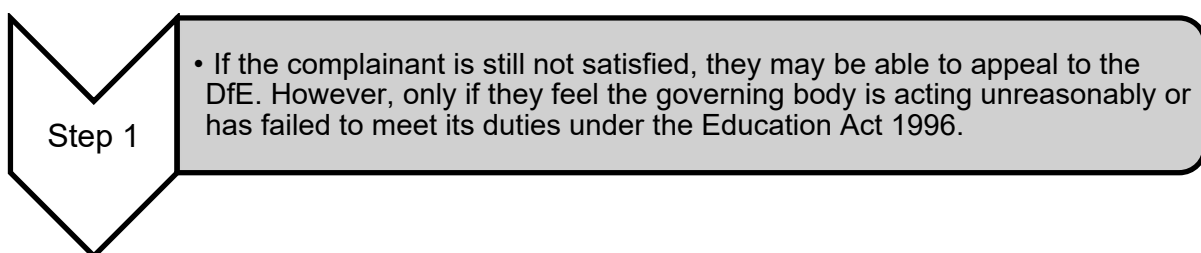
Step 4

- If the complainant is not satisfied with the manner in which the process has been followed, considers the decision to be perverse, or believes that the chair has acted unreasonably, they may request that the governing body reviews the complaint.

Stage 3 – Formal complaint to the governing body



Stage 4 – Appeal to the DfE



In this case, the word “unreasonably” is used in a strict sense and means acting in a way that no reasonable school or governing body could act in the circumstances.