Complaint

Stage 1. Informal
Discussion with teacher, teaching assistant, a member of the support/office staff. This may involve a supervisor, middle or senior leader

Issue resolved and appropriate action taken.

Issue **not** resolved
Complainant not satisfied

Stage 2. Formal
Complaint made in writing to Head of School or representative of the Board of Directors where the complaint is about the Head of School

Complaint investigated , decision made and given in writing to complainant withiin 14 working days
Issue resoved and actions taken where appropriate.

Complaint investigated, decision made and given in writing to complainant.
Issue **not** resolved
Complainant **not** satisfied.

Stage 3. Final stage
Complaint made in writing to the Chairman of the Board of Directors.
Complaints panel convened and complainant attends meeting.
Decision made by the complaints panel and given in writing to the complainant within 5 working days
No further action can be taken by the complainant