Ivydale Primary School and Children's Centre – Summary of Complaints' Procedure, 2014

Stage One

- Acknowledge within 3 days
- Informal discussion direct staff.
- Staff may a) deal or b) refer to Head. Head may deal personally or refer to another

Stage Two

- Acknowledge within 3 days
- More formal - involves a meeting withe the staff member within 3 days
- If unresolved, referred on to Head within 2 days

Stage Three

- Formal
- Complaint delivered to school office in writing
- Acknowledged within one day

Moderation

- This is an optional stage that can be triggered by the Head Teacher (or Chair of Governors) upon receiving a formal complaint. If this option is not taken then the complaint proceeds to the investigation stage (below)
- If triggered a panel of 3 governors convenes in person or "virtually" within 10 days of receipt
- The panel checks if complaint falls within remit of policy and assesses if complaint is frivolous, vexatious, harassment or an abuse of process such as to engage Appendix 4
- Panel may a) decide it is suitable to proceed, or if not, b) refer to another procedure, or c) decide to proceed under Appendix 4
- Complainant informed of decision of how to proceed within one day of decision

Investigation

- If complaint proceeds, investigation follows Appendix 3 and complainant is informed of outcome

Stage Four

- Request if made for a governor review of process and/or outcome
- Must be made within 10 working days of outcome, above
- Clerk writes to complainant within 5 days of receipt to confirm review will take place within 20 days, asks for paperwork within 7 days
- Panel takes place within 20 days, as promised
- Complainant is informed of decision