# Complaint Flowchart

(Note: this is a brief overview and reference should be made to the full Complaints Policy and Procedure)

Headteacher/Chair of Governors receives formal complaint/concern in writing or by telephone.

You will receive an acknowledgement that your formal complaint/concern has been received, either by letter or email.

You will receive a response within 30 school days of your complaint being received.

Stage 1 complaint – You will either be contacted via telephone, be invited into school for a meeting or provided with a written response

**Resolved** (complainant satisfied with outcome) Case Closed

**Unresolved** (complainant remains dissatisfied with outcome)

Stage 2 complaint

Complainant escalates to Stage 2 in writing to the Clerk via admin@holycross.lancs.sch.uk

The Clerk will acknowledge receipt of the Stage 2 complaint within 30 school days and arrange the Complaints Review Committee

Complaints Review Committee is heard.

Outcome letter sent to complainant within 30 school days.

**Resolved** (complainant satisfied with outcome) Case Closed

Complaint Register Updated

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.