



INVESTOR IN PEOPLE

Hanley St. Luke's C. of E. Aided Primary School

COMPLAINTS PROCEDURE February 2016

1

Complaint heard by staff member

Issue resolved

Issue not resolved

2

Complaint heard by Headteacher

- Acknowledge receipt of complaint via contact with the parent in a scheduled meeting or phone call.
- Communicate to complainant with outcome of investigation.

Issue resolved

Issue not resolved

3

Governor's complaints meeting arranged
Issue letter/phone call/email inviting complainant to meeting
Issue letter confirming outcome of Governors investigation
Outcome to be shared with all Governors at the next FGB meeting.

Appeals- these should be made in writing addressed to the Chair Of Governors who will arrange for an appeals committee to be formed. Any issues surrounding HR will be considered alongside HR Consultancy guidance.