

**THE SIR BERNARD LOVELL SCHOOL  
General Complaints Procedure**

**STAGE ONE:  
INFORMAL**

Expression of concern to member of staff

Satisfactory outcome reached?

No

Yes

No further action

Written complaint received by Chair of Governors

Is the complaint against the Headteacher?

No

Yes

**STAGE TWO:  
HEADTEACHER'S  
INVESTIGATION**

Complainant makes written complaint to Headteacher

Does the complaint fall within the areas which must be referred directly to the LA?  
Concerns that must be referred to the LA

- Delivery of the statutory curriculum
- Provision for collective worship and religious education
- Admissions
- Exclusions
- Child protection procedures/practices
- The assessment of a child's SEN
- Financial improprieties

No

Yes

Headteacher passes complaint to LA, and informs parent in writing that their complaint has been referred to LA. Copy of complaint sent to LA named officer

Chair of Governors convenes panel of 3 to investigate complaint, following guidance given in pages 2-4 of the Complaints Procedure and in liaison with LA named contact as appropriate

Investigation conducted and reported to complainant

Satisfactory outcome reached?

No

Yes

No further action

**STAGE THREE:  
GOVERNORS'  
REVIEW**

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Headteacher refers complaint to Chair of Governors for Governors' panel to investigate following guidance given in pages 2-4 and in liaison with LA named contact. Panel must be drawn from Governors who have no specific interest or involvement with complainants.

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Panel meeting of Governors, complainant and Headteacher attend

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Satisfactory outcome reached?

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No

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Yes

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No further action

**STAGE FOUR:  
REVIEW BY LA  
(where applicable)**

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Complainant refers matter to LA

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Satisfactory outcome reached?

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No

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Yes

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No further action

**STAGE FIVE:  
BEYOND THE LA**

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Complainant appeals to Secretary of State or to Ombudsman