Complaints Policy – flow chart

You have a concern or a complaint…

INFORMAL RESOLUTION

Discuss with the relevant member of teaching staff – your child's class teacher. Please give an indication as to what would resolve the issue.

Did you resolve the issue, complaint/concern?

YES

Your concern/complaint will be logged and monitored. Please do not hesitate to speak to your child's class teacher if you have further concerns.

NO

If you do not feel the class teacher has addressed your complaint or concern to your satisfaction you should put your complaint in writing to the Headteacher.
secretary@bishop-cornish.cornwall.sch.uk

The Headteacher will investigate your complaint formally.

The Headteacher will meet with you and other relevant parties to discuss your complaint. You will receive a written response within 10 working school days.

Did this resolve the issue, complaint/concern?

YES

The complaint will be held on file but considered resolved.

NO

If you feel that the Headteacher has not investigated or addressed your complaint to your satisfaction you should put your complaint in writing to the Chair of Governors. There is a form attached to the Complaints Policy.
clerk@bishop-cornish.cornwall.sch.uk

The Chair of Governors will convene a panel of independent governors to consider your complaint. They will inform you of the outcome within 10 school days. The panel may wish to meet with you or they may consider your complaint using your written submission.

Did this resolve the issue, complaint?

YES

The complaint will be held on file but considered resolved?

NO

If you feel that the Governors have not followed their Complaints Policy you can make a complaint to the DfE. The DfE will not investigate the original complaint but will seek to ascertain if the Complaints Policy was adhered to.