

St Luke's Primary School Flow Chart



Champions for every child

Managing Concerns
Resolving matters
informally

Managing Concerns
Most issues relate to 'low-level' concerns and can be addressed through the normal day-to-day running of St Luke's Primary School

Can concern be resolved?

Yes

Issue resolved to everyone's satisfaction

N

Complaint Lodged
within 3 months

Stage 1
Formal

Appoint Complaints Coordinator
Acknowledge complaint within 5 school days

Is complaint about headteacher?

Y

Chair of Governors (or rep)
Tries to resolve the matter informally. If this is not possible investigates the complaint. The chair of governors considers the findings and responds within 15 school days

N

HeadTeacher (or rep)
Tries to resolve the matter informally. If this is not possible investigates the complaint. The headteacher considers the findings and responds within 15 school days

Stage 2
Formal

Review requested normally within 10 school days?

N

Issue resolved to everyone's satisfaction

Y

Convene Review Panel within 20 School Days of notice
Complaints Coordinator liaises with clerk to convene meeting.

Review Panel Meets
Decision notified to complainant within 5 school days
Complainant advised about the Secretary of State/EFA's Role

End of internal processes

External Stage

Secretary of State/EFA
If complainant is still dissatisfied they may ask SoS/EFA to consider where GB has acted unlawfully or unreasonably. SOS may refer back to St Luke's Primary School