



## SWPNS Flow chart – Complaints Procedure

Ratified March 2019

Stage	Action
<p><b>Informal</b></p>	<p>Discuss matters with class teacher or a member of the school's senior leadership team</p>
<p><b>Stage 1 – Formal</b> <b>(Headteacher dealing with matter)</b></p>	<p>Write to the Headteacher (where possible using the complaint form) at the schools address.</p>
<p><b>Stage 2 – Formal</b> <b>(Governing Body complaints committee dealing with the matter)</b></p>	<p>Write to the Governing Body complaints committee via the Clerk to Governors at the school address.</p>
<p><b>Next Steps</b> <b>(Department for Education DfE)</b></p>	<p>Contact the DfE either online, by telephone or in writing.</p>

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