

Appendix 4a - Summary of Concerns / Complaints Procedure for Parents & Carers (Part 1)

(This procedure does not apply to concerns and complaints relating to the matters listed in Appendix 1.)

Stage 1: Informal concerns	Parent brings complaint to attention of member of staff.
	Issue to be resolved (guide: within 15 school days).
	Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2.
Stage 2: Formal Written Complaint	Parent to put complaint in writing using Complaint Form within 15 school days .
	Complaint to be acknowledged within 5 school days .
	Meeting with parents within 10 school days (where appropriate).
	Response to the complaint sent within 15 school days .
Stage 3: Referral to Complaints Committee	Parent to request hearing within 15 school days of receiving notice of the outcome of Stage 2 .
	Request to be acknowledged within 5 school days .
	Hearing to take place within 20 school days of receipt of request .
	Notification of date, time and place of the hearing and details of the committee members present sent at least 5 school days before the hearing .
	School representative and parents to submit evidence in support of their case to Clerk of AGC or the trust's Governance Professional at least 3 school days before the hearing .
	Complaints Committee decision sent not more than 5 school days after the hearing .