



Complaints Procedure

Section 29 of the Education Act 2002 states that governing bodies are required to have in place a procedure for dealing with complaints.

This LA procedure advice has been adopted by the Governing Body. Levels 1 and 2 of the procedure are informal.

A leaflet is available for schools to pass to parents, guardians and carers if needed that supports the informal levels 1 and 2 of this procedure. A poster is also available for schools to download and print if they wish. Persons wishing to move to the formal levels 3 and 4 are advised to ask for a copy of the school's complaints procedure.

Flowchart of procedure for handling concerns and complaints:

