Complaints Flow Chart

Is the complaint related to a safeguarding/child protection issue?

No → Yes

Yes → Child Protection procedures take over

No → Is the complaint formal or informal?

Informal → Stage 1 → Complaint heard by a Wildings colleague → Resolution? → Yes / No

Formal → Stage 2 → Complaint to Principal received in writing (within **10** school days of informal meeting) → Written response from Principal (within **10** school days of receiving the letter) → Resolution? → Yes / No

No (from Stage 1 Resolution) → Stage 2

No (from Stage 2 Resolution) → Stage 3

Stage 3 → Complaint to Chair of Governing Body received in writing within **10** school days from receiving letter from Principal → Complaints panel convened within **15** school days from receipt of letter/email → Panel will inform in writing within **10** school days of the outcome of the hearing