



Concern or Complaint Process at Stone Bay School

Contact the class teacher / leader to resolve the issue. A mediation meeting may be held.

No

Is the issue resolved

Yes

Complete Formal Concern or Complaint Form & send to Complaint Coordinator (marked Private and Confidential)

Who is the complaint about?

Staff

Chair Of Governors

Headteacher

Headteacher will investigate complaint / concern

Chair of Governors will investigate complaint / concern

If appropriate, we will acknowledge that the complaint is upheld in whole or in part. We may offer an explanation • an admission that the situation could have been handled differently or better • an assurance that we will try to ensure the event complained of will not recur • an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made • an undertaking to review school policies in light of the complaint • an apology.