



Thameside Primary Complaints Procedure – Summary Flowchart

Stage 0 – Informal Concern (recommended first step)

- Raised with relevant staff member
- Acknowledgement within 3 school days
- Meeting/response within 3 school days
- Outcome: Issue resolved or proceed to Stage 1

Stage 1 – Formal Complaint to the Headteacher

- Submit using the Complaint Form
- Acknowledgement within 2 school days
- Investigation and written outcome within 10 school days
- If unresolved, complainant may escalate to Stage 2 within 5 school days

Stage 2 – Complaint Heard by Governors' Complaints Committee

- Submit request to escalate to Clerk
- Clerk acknowledges within 2 school days
- Meeting normally held within 15 school days
- Decision sent within 2 school days after meeting

After Stage 2 – External Route

- If dissatisfied with process, contact the Department for Education
- Ofsted does not investigate individual complaints

General Principles (Apply to All Stages)

- Timescales refer to school days
- Timescales may be adjusted with explanation
- Complaints normally raised within 3 months
- Complaint should be submitted using the complaint form