



SUMMARY OF COMPLAINTS PROCEDURE

STAGE 1	
INFORMAL CONCERNS	<ul style="list-style-type: none"> • Parents brings complaint to the attention of a member of staff • Issue to be resolved within 15 school days • Where no satisfactory solution has been found, parent advised that they should proceed to Stage 2.
STAGE 2	
FORMAL WRITTEN COMPLAINT TO HEAD OR CHAIR	<ul style="list-style-type: none"> • Parent to put complaint in writing using the Complaint form • Complaint to be acknowledged within 5 school days • (Optional) Meeting with parents within 10 school days. • Response to the complaint sent within 15 school days.
STAGE 3	
REFERRAL TO COMPLAINTS COMMITTEE	<ul style="list-style-type: none"> • Parent to request hearing within 10 days 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 and parents to submit further evidence of their case to Clerk at least 3 school days before the hearing. • Complaints Committee decision sent not more than 5 school days after the hearing.