

## Stage 1 Informal Resolution

Concern is raised with the class teacher or relevant staff member, in person, by telephone, email, or in writing. The school seeks to resolve the matter informally. If the complainant remains dissatisfied, the complaint may proceed to Stage 2.

## Stage 2 Formal Investigation

Complaints are submitted to the Headteacher via the school office using the Complaint Form. An appropriate Complaint Manager is appointed to oversee the process. The Complaint Manager may investigate the complaint, gather evidence, and meet with the complainant as necessary. A written response, including findings and any actions to resolve the matter, is provided. If dissatisfied, the complainant may escalate to Stage 3, stating reasons and the desired outcome.

## Stage 3 Governors Complaints Panel Review

A request to escalate must be submitted to the Complaints Manager within 10 school days of the Stage 2 response. The Governors' Complaints Panel, consisting of at least three Governors with no prior involvement, reviews the complaint and relevant evidence. The panel may hold a meeting or review written submissions. Findings of fact are established on the balance of probabilities, and recommendations are made accordingly. A written decision, including reasons and any actions, is provided to the complainant and the school.

The Governors' Complaints Panel decision concludes the school's procedure. Reopening the same or related issues may be considered vexatious. Exceptions apply for Special Educational Needs concerns (which may be escalated to Enfield Council). The Department for Education may be contacted if the procedure was not followed correctly, but will not normally review the complaint itself.