Parent/Student Complaint Flow Chart

Complaint or Concern
(Verbal or Written)

Classroom Teacher
Please make an appointment so that the teacher can concentrate on your concern.

Head of Secondary or Primary
Please make an appointment through Reception with either the Head of Secondary or the Head of Primary depending on relevant area of concern.

Principal
Make an appointment through the Head of Secondary or Primary via the principal’s assistant.

Board Chair
Please write to: The Chair of the Governing Body.

External Conciliator
The school has an external conciliator who has the responsibility of resolving disputes in a fair manner with the aim of bringing about reconciliation.

Legal Advice
Please note that you are able to seek legal advice at any time you wish. However it may not be appropriate in the early stages of resolution.

Arbitration
If appropriate you may ask for an arbiter to help resolve the issue. Please discuss this with the Board Chair.