



Willow Wood Community Primary School – Complaints Procedure Flowchart

START

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Concern or issue raised

(Any person – in person, phone, writing, or via third party)

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Is the issue covered by another statutory procedure?

Admissions / SEND / Exclusions / Safeguarding / Whistleblowing

Yes → Refer to appropriate procedure → END

No → Continue

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Stage 0 – Informal Concern

Raise concern with class teacher or Headteacher

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Resolved informally?

Yes → Issue resolved → END

No → Proceed to Stage 1

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Stage 1 – Formal Complaint

Submit complaint to Headteacher

(or to Clerk if complaint concerns Headteacher or Governors)

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Complaint acknowledged within 5 school days

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Investigation carried out

Written records kept and interviews held as required

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Written response issued within 10 school days

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Complainant satisfied?

Yes → Complaint resolved → END

No → Escalate to Stage 2

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Stage 2 – Governing Body Complaints Committee (Final Stage)

Panel of 3 impartial governors

Meeting arranged by Clerk

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Committee decision reached

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Final decision sent in writing within 10 school days



Right to contact the Department for Education
(regarding complaint handling, not the outcome)



END