



# The Island VI Form

ASPIRE AND ACHIEVE

## Complaints Policy and Procedure

### School Level Complaint

#### **Preliminary Stage**

Engage with a member of staff. Your concern will be directed to the Head of Faculty or Head of Year in the first instance to try to resolve the matter. If parents or carers are dissatisfied with the result of the initial investigation/discussion, then please ask for an appointment to meet with a senior colleague to help resolve the situation.



#### **Stage One**

Formal letter of complaint to Head of School.  
5 school day acknowledgement/15 school day response



#### **Stage Two**

Formal letter of complaint to Chair of LGB.  
5 school day acknowledgement/15 school day response



#### **Stage Three**

Governor Complaint Panel. Check procedure followed. If necessary, arrange hearing.  
Written outcome of hearing required within 15 school days.



#### **Stage Four**

Write to CEO  
15 school days response.