

## Appendix A: Summary of dealing with concerns or complaints

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 This procedure will be followed in the event of a concern or complaint about the school, provided that the concern or complaint does not fall under other statutory procedures.



\* If the complaint is about the headteacher you should write to the chair of governors.  
 \*\* If the complaint is about the chair of governors you should write to the vice chair.  
 All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.  
 The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.