



Greenfield Primary School

Complaints Process Flowchart

Stage 1 – Informal Concern (Most concerns are resolved here)

Step 1	Speak to your child's Class Teacher – the first point of contact for any concern.
Step 2	If unresolved or if the concern is about the Class Teacher, contact the Phase Leader .
Step 3	If still unresolved or if the concern is about member(s) of staff in Step 1 or 2, escalate to a member of the Senior Leadership Team: Assistant Headteacher, Deputy Headteacher or Headteacher .
Outcome	A verbal or written response will normally be provided within 5 school days.
Next	If not resolved, proceed to Stage 2 – Formal Complaint.

Stage 2 – Formal Complaint

Submit	Submit a formal complaint to the Headteacher via the school office.
Note	If about the Headteacher → write to the Chair of Governors. If about the Chair or Governing Body → write to the Clerk.
Acknowledgement	Complaint acknowledged within 2 school days.
Investigation	Headteacher or delegated leader investigates, possibly arranging a meeting.
Outcome	Written response provided within 5 school days.
Next	If unresolved, request escalation to Stage 3 within 5 school days.

Stage 3 – Panel Hearing (Final School Stage)

Request	Write to the Clerk to the Governing Body to request a panel hearing.
Panel	Panel of at least three people (including one independent) reviews the complaint.
Timeline	Panel meeting arranged within 10 school days; decision sent within 5 school days after hearing.
Outcome	Complaint may be upheld (actions/recommendations shared) or not upheld (reasons explained).
Next	If dissatisfied, contact the ESFA.

Stage 4 – External Review (Optional)

If you believe the school did not follow its published procedure or acted unlawfully/unreasonably under education law, you may contact the Education and Skills Funding Agency (ESFA). The ESFA will not reinvestigate the complaint itself but will check whether correct procedures were followed.