

# Concern

**Parent has concern.**  
Parents are encouraged to raise concerns initially with the classteacher.



**Parent raises concern with classteacher**

- Teacher logs in diary
- Agree any action to be taken with parent
- Review date agreed
- Inform headteacher if appropriate



**Parent raises concern with headteacher**

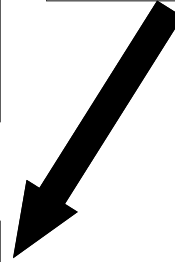
- Headteacher replies with standard letter within 3 working days
- Headteacher follows up with phone call in two weeks



**If the parent's concern persists.**

- Headteacher investigates and agrees review date within 15 working days

Concern about the professional conduct of a teacher



# Complaint

**Parent completes complaint form**

- Receipt of complaint form acknowledged in 3 working days
- Timescale for investigation agreed with parents
- Formal investigation carried out
- Headteacher investigates complaints about teachers
- Governing body investigate complaints about headteacher
- Feedback meeting held with parent within 15 working days
- Chair of Governors informed



In some cases either the Governors or the parent may ask for the complaint to be investigated by the Local Authority