



Complaints Procedure

Step 1: School - Informal

Complaint discussed informally with class teacher or other relevant contact teacher e.g. PE teacher, music teacher, language teacher, etc.

Complainant advised of any action to be taken where appropriate.



Complainant satisfied.
No further action.



Complainant not satisfied.
Proceed to the next step.

Step 2: School - Informal

Complaint discussed informally with year leader. If a resolution is not reached, the Year Leader/Head of Department may seek advice from or pass the complaint on to the Head of Phase.

Complainant advised of any action to be taken where appropriate.



Complainant satisfied.
No further action.



Complainant not satisfied.
Proceed to the next step.

Step 3: School - Formal

If resolution is not reached during steps 1 & 2, the complaint is discussed informally with the Headteacher. If an informal resolution is not reached with the Headteacher, the complaint is submitted in writing to the Headteacher.

Investigation conducted and findings fully reported to complainant within 10 working school days.



Complainant satisfied.
No further action.



Complainant not satisfied.
Proceed to the next step.

Step 4: NAE - Formal

If resolution is not reached during steps 1 to 3, the complaint is submitted in writing to the School Director representing NAE. The information/evidence about the issue is reviewed and discussed with the Headteacher.

The School Director will make a decision on the complaint and respond to the complainant normally in writing.