

SWANMORE COLLEGE
Indicative Concerns/Complaints Process

Raising A Concern

Step 1
 Raise Concern with Tutor
 (In person, by email or phone)
 Resolution Expected within 10 days

→ Resolved → Confirm Closed

↓ If Unresolved

Step 2
 Escalate to SLT via Tutor
 (Informal Review)
 Resolution Expected within 10 days

→ Resolved → Confirm Closed

↓ If Unresolved

Raising a Complaint Stage 1

Step 3
 Submit formal complaint to
 Headteacher, or the Clerk if about
 Headteacher or Governors (Written,
 online, phone)

→ If About Governors → If About Headteacher

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Complaint handled by independent governor Complaint handled by Chair of Governors

**HeadTeacher/Chair of
 Governors/Independent Governor**
 acknowledges in 5 days
 Full response within 20 days

→ Satisfied → Confirm Closed

Raising a Complaint Stage 2

↓ If Dissatisfied

Step 4
 Request Stage 2 Review
 (Governors Complaints Committee)
 Within 10 days of Stage 1 response

→ Satisfied → Confirm Closed

Governors Complaint Committee
 hear complaint.
 Meeting within 20 days
 Written Decision issued in 5 days

↓ If Dissatisfied

Unresolved ?
 Contact the Department for
 Education requesting review of
 Governors Complaint Committee
 decision procedure not Outcome.