

SWANMORE COLLEGE
Indicative Concerns/Complaints Process

Raising a Concern

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

→ Resolved → Confirm Closed

↓ If Unresolved

Step 2
 Escalate to Head of Year/ Deputy
 Head of Year via Tutor
 (Informal Review)
 Resolution Expected within 10 days

→ Resolved → Confirm Closed

↓ If Unresolved

Step 3
 Escalate to SLT via Tutor
 (Informal Review)
 Resolution Expected within 10 days

Raising a Complaint
Stage 1

Step 4
 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

↓ If Dissatisfied

Raising a Complaint
Stage 2

Step 5
 Request Stage 2 Review
 (Governors Complaints Committee)
 Within 10 days of Stage 1 response

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

→ Satisfied → Confirm Closed

↓ If Dissatisfied

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