
Concerns and Complaints Policy – Kyra Appendix

Point 4 - Stages of Concern

Stage 1: informal raising of a concern orally or in writing to the colleague responsible for delivery*

Stage 2: informal raising of a concern orally or in writing to the Head of the Teaching School

Stage 3: formal complaint in writing to the Executive Headteacher

Stage 3: formal complaint in writing to the Chair of the Steering Group

Stage 4: a reference to the Complaints Panel

Complaints raised at any stage must be recorded by the Teaching School.

*Any concerns raised with a colleague delivering for, or acting on behalf of, the Teaching School must be shared at the earliest stage possible with the Head of the teaching School or Head of Operations.

Point 7 – Unresolved Complaints

An unresolved complaint at stage 1 should be communicated orally or in writing to the Head of the Teaching School in the first instance, before proceeding to the Executive Headteacher.

Point 9

Stage 3 – for Chair of the Governing body read Chair of the Steering Group