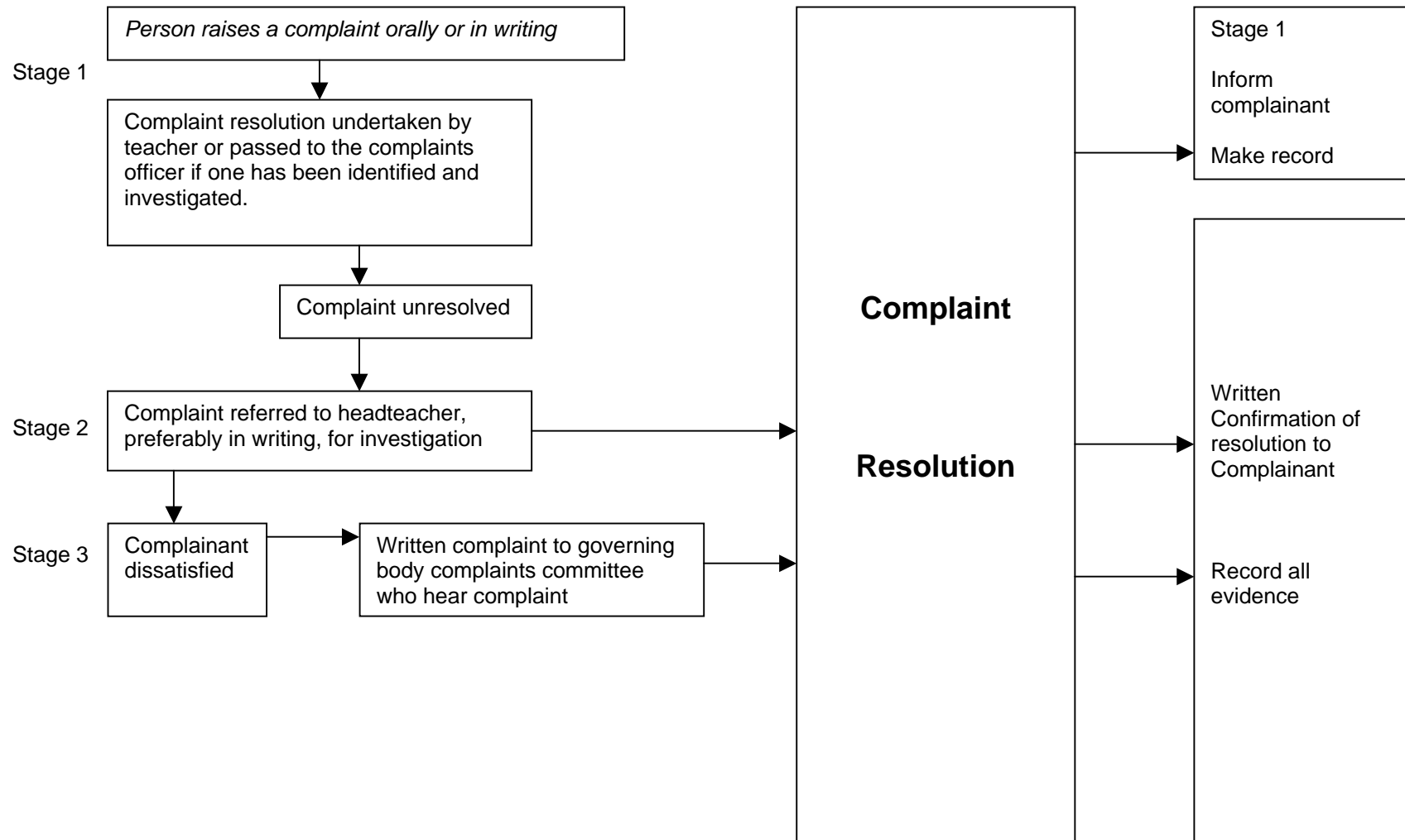
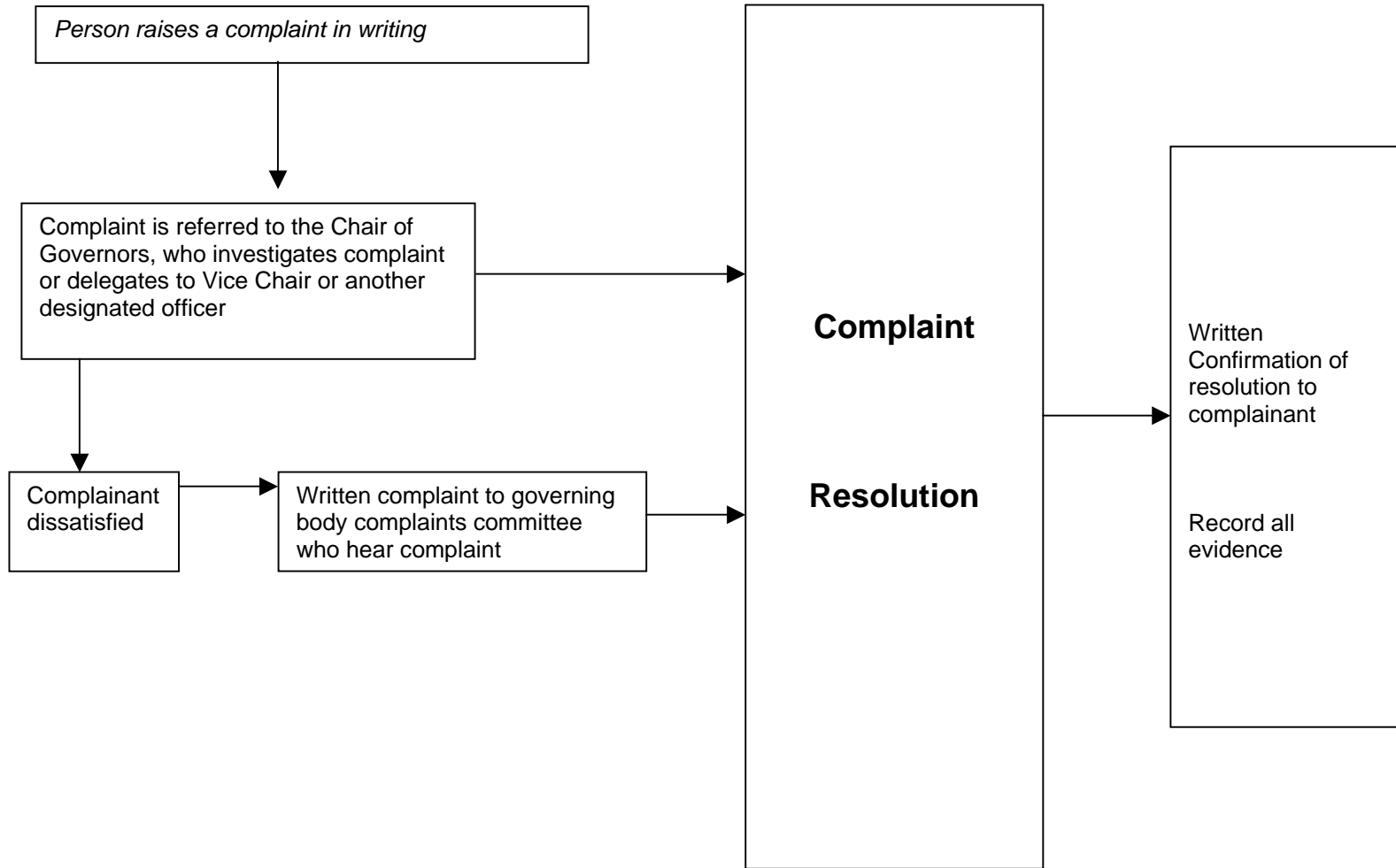


**Diagram 1 – General complaints about the School**

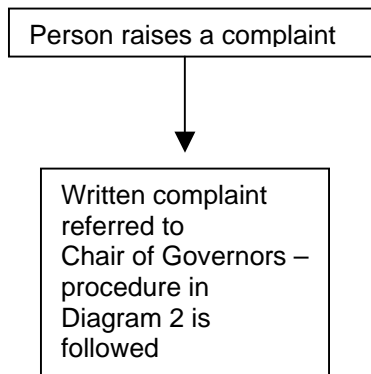


**Diagram 2 – Complaint about the Headteacher**

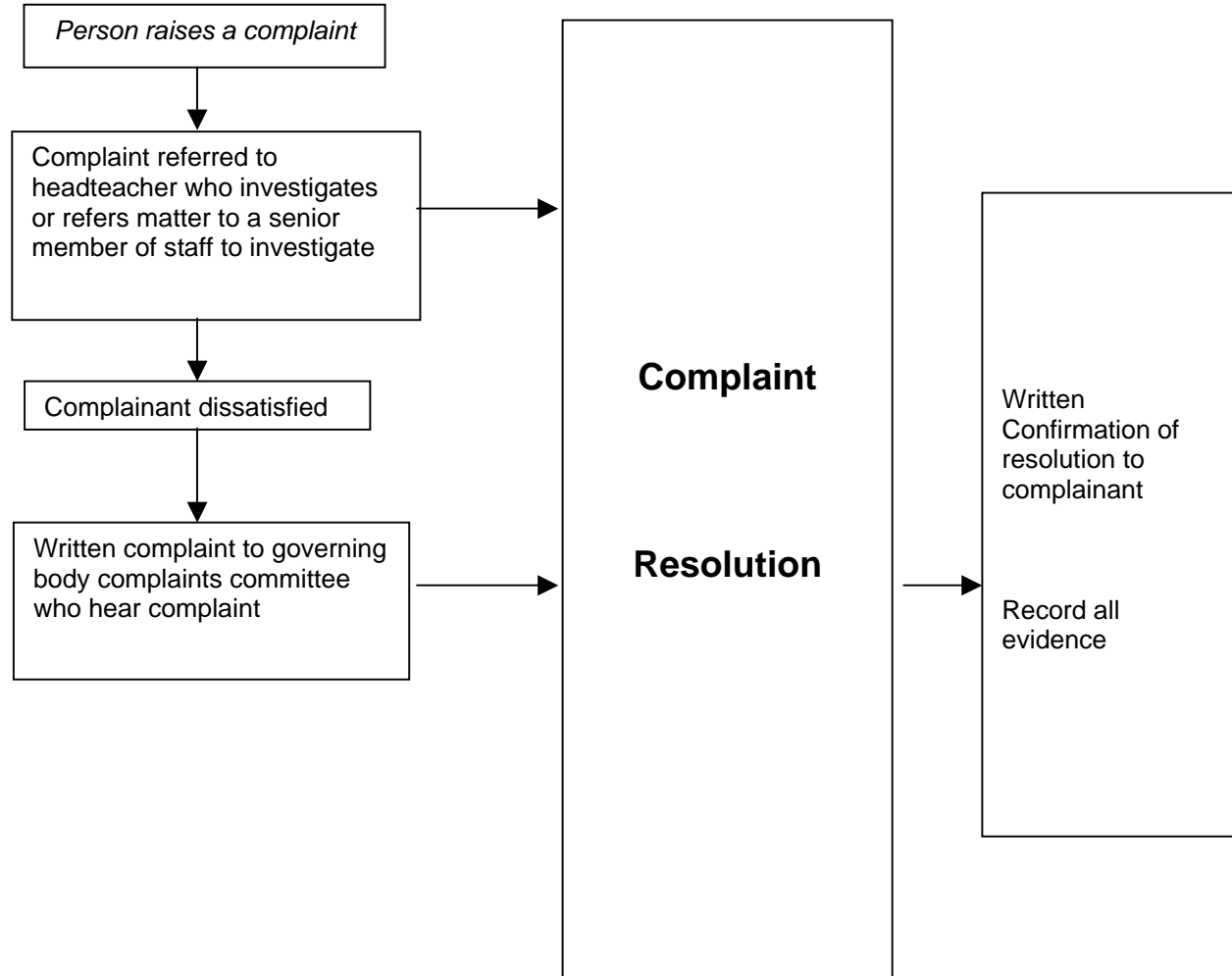


**Diagram 3 – Complaint against the Complaints Officer (if there is one)**

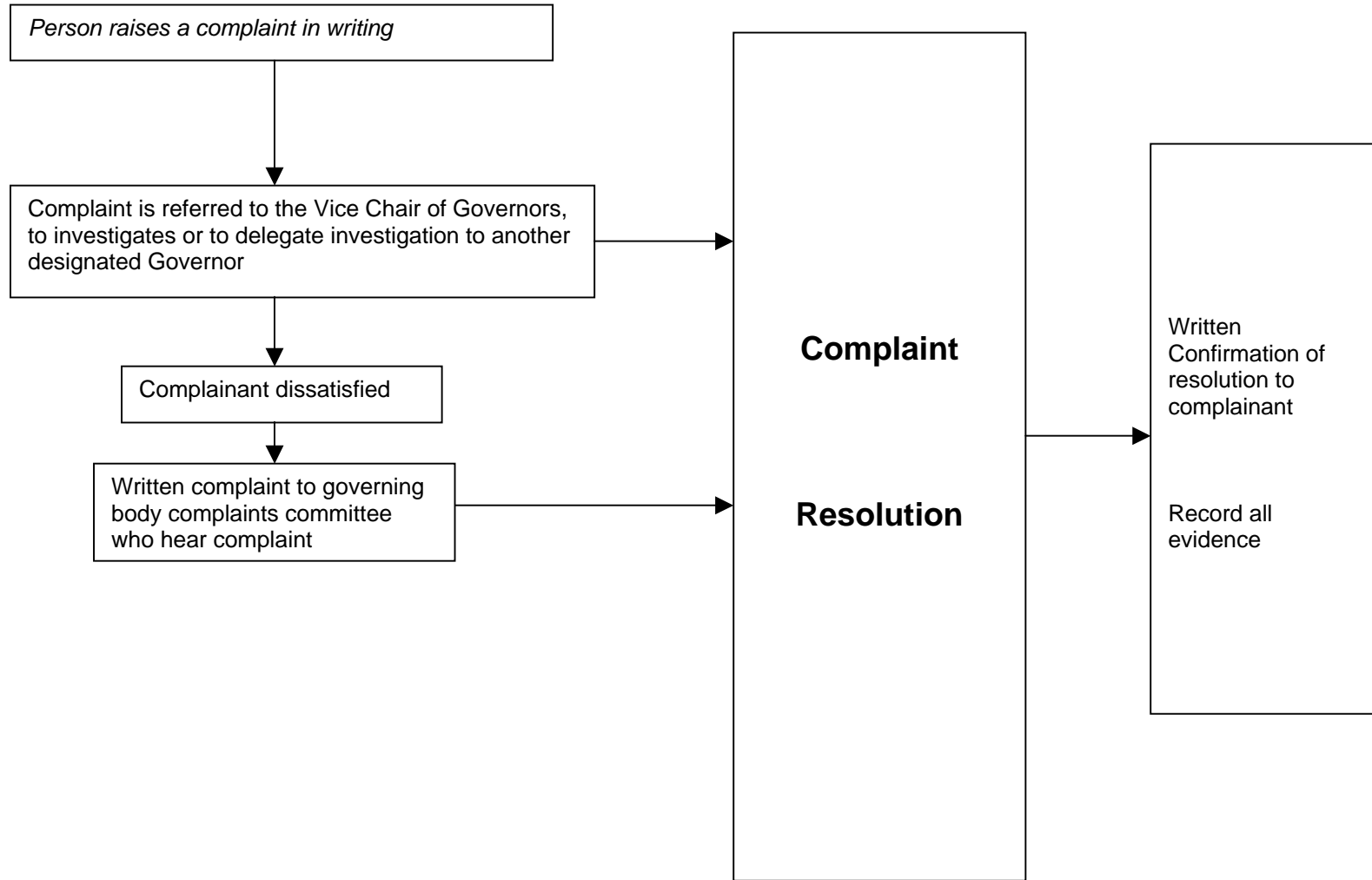
**If Headteacher is also the Complaints Officer**



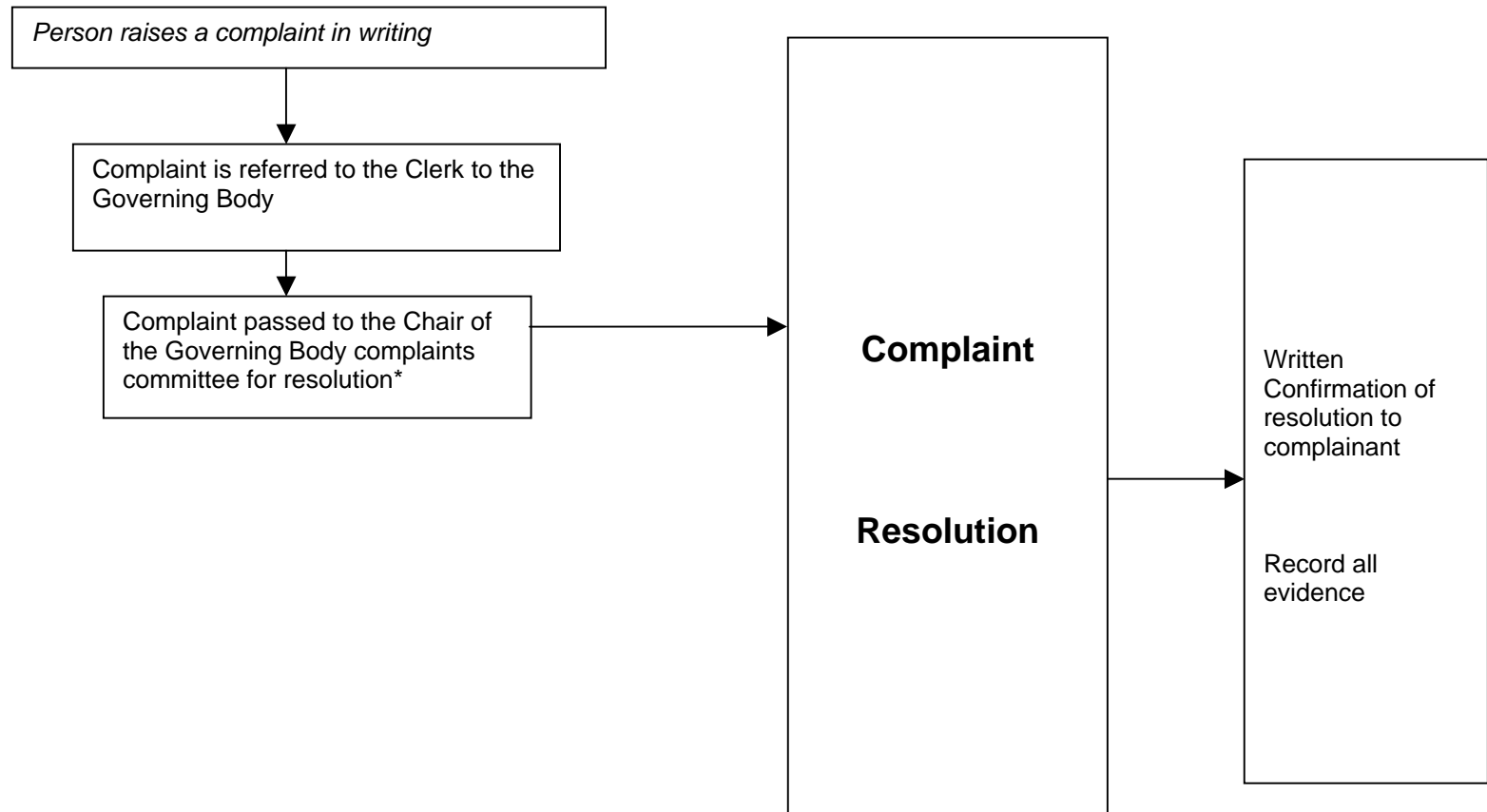
**If Headteacher is not the Complaints Officer**



**Diagram 4 – Complaint against the Chair of Governors and Complaint against the Chair of Governors and Headteacher**



**Diagram 5 – Complaint against the Chair and Vice Chair of Governors together**



\*If the Chair of the complaints committee is also the Chair or Vice Chair of Governors, the complaint should be referred to the Chair of the Governing Body complaints appeal committee, who should become the Chair of the complaints committee for this particular complaint. In these circumstances, the complaints appeal committee would need to appoint another Chair. If the Chair of the complaints committee is the Chair or Vice Chair of Governors, the committee must appoint a new chair to hear the complaint.