



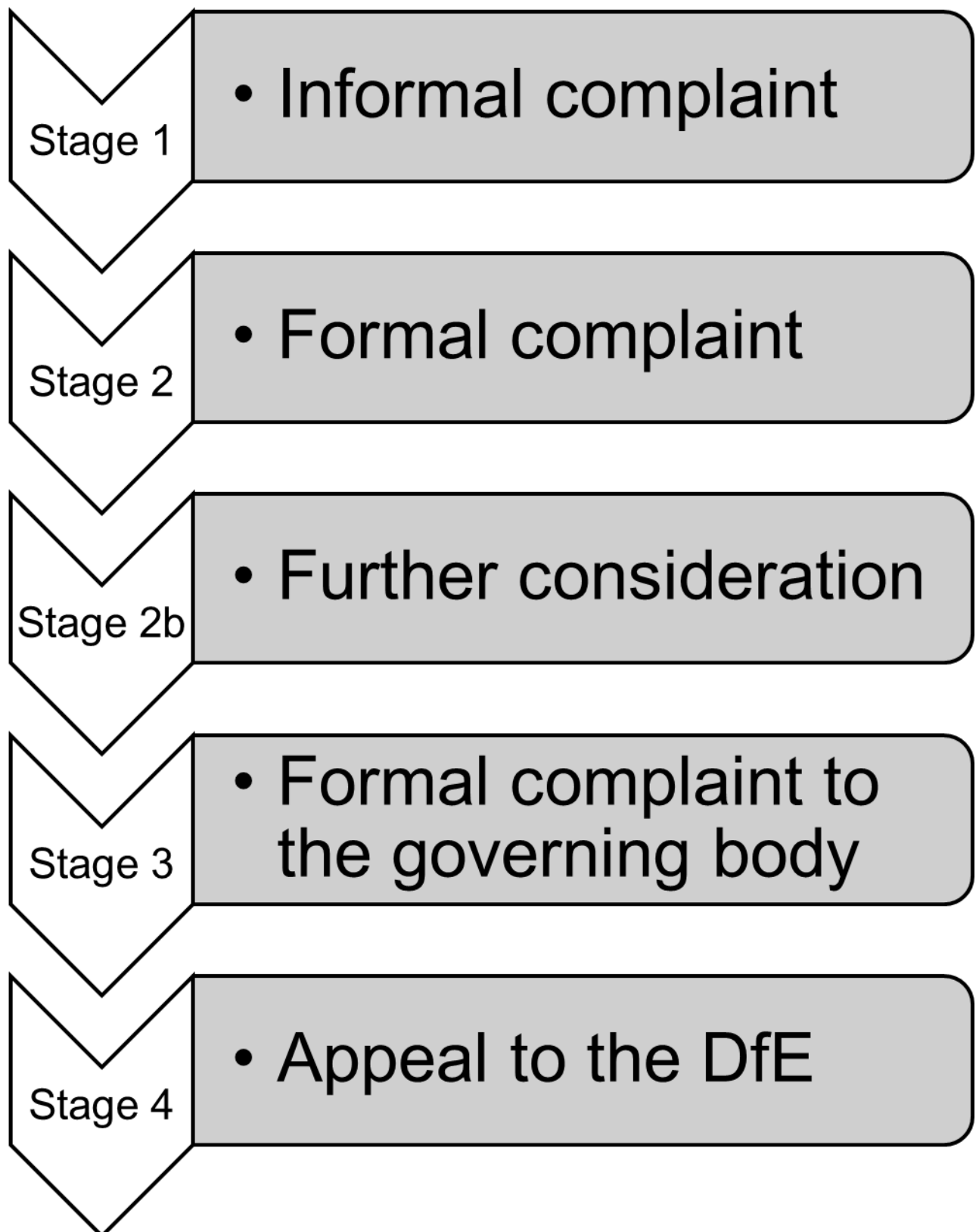
*William Brookes Academy Trust*

# Complaints Procedure (at a glance)

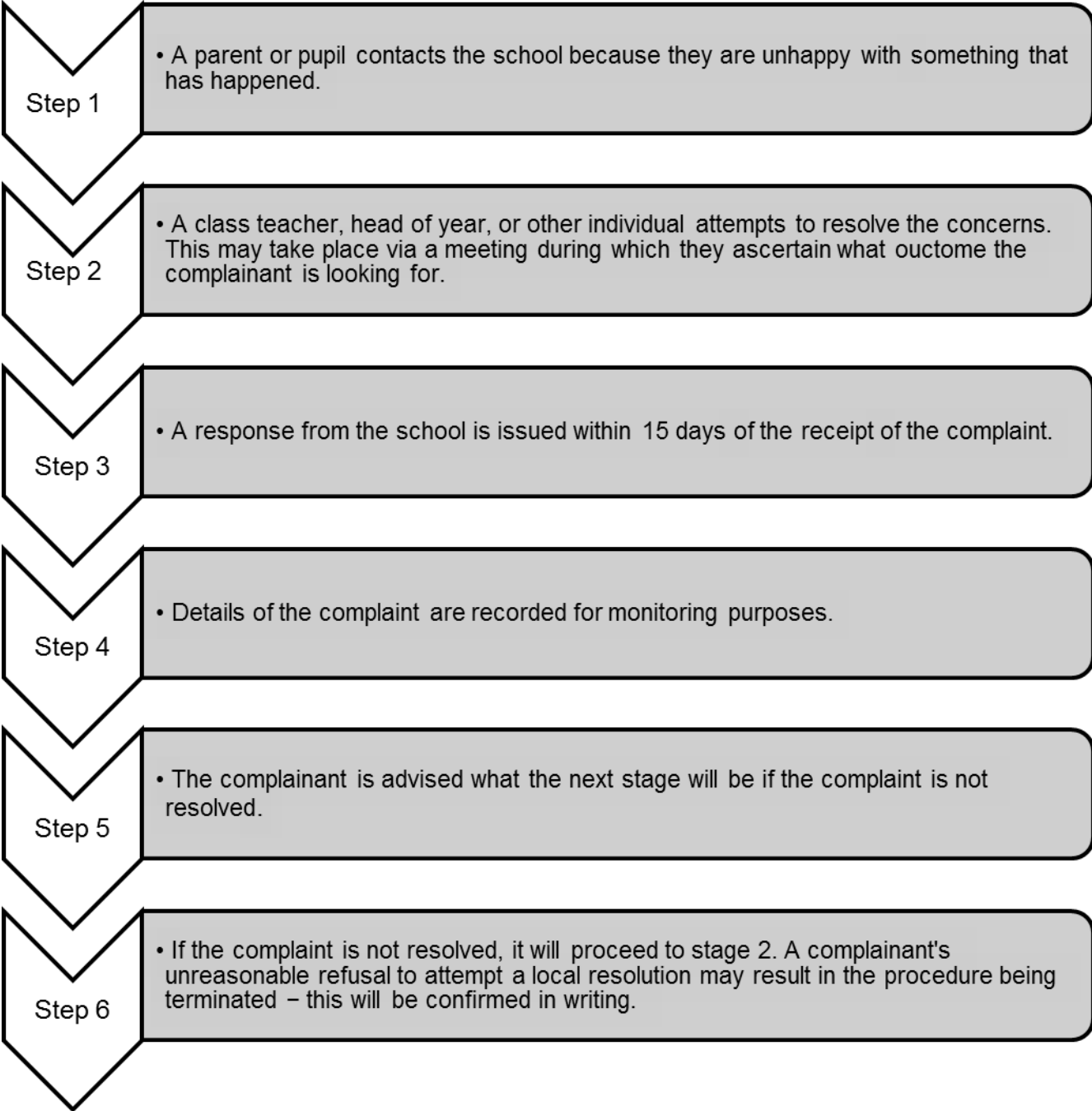
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Updated January 2016

## Complaints Procedure



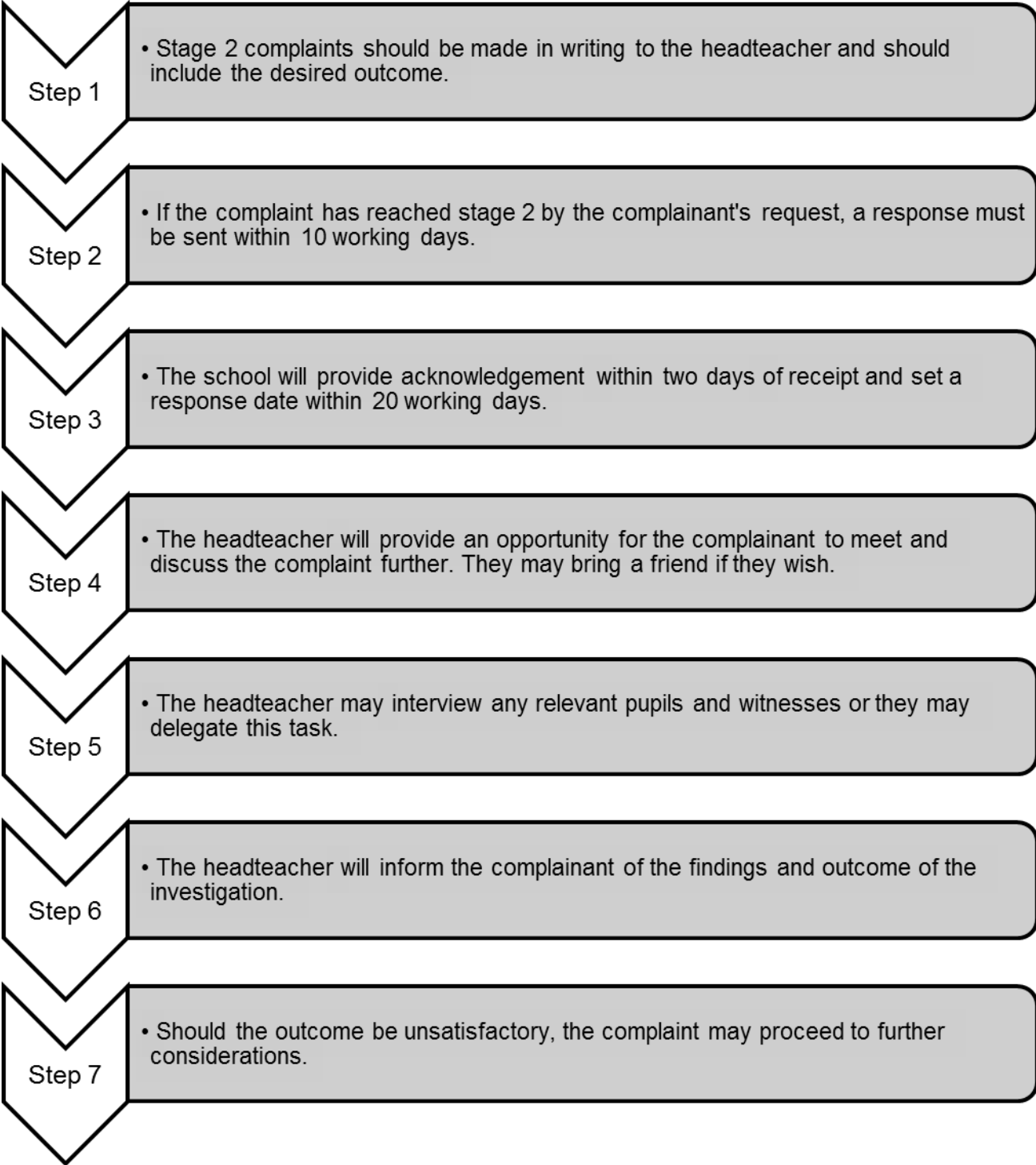
# Stage 1 – Informal complaint



## Considerations

If the complaint is centered on a class teacher or any individual in a management role it will be proceed directly to stage 2, as it would be inappropriate for someone other than the headteacher or deputy headteacher to respond. The headteacher can escalate the complaint to stage 2 at any time if they deem it appropriate.

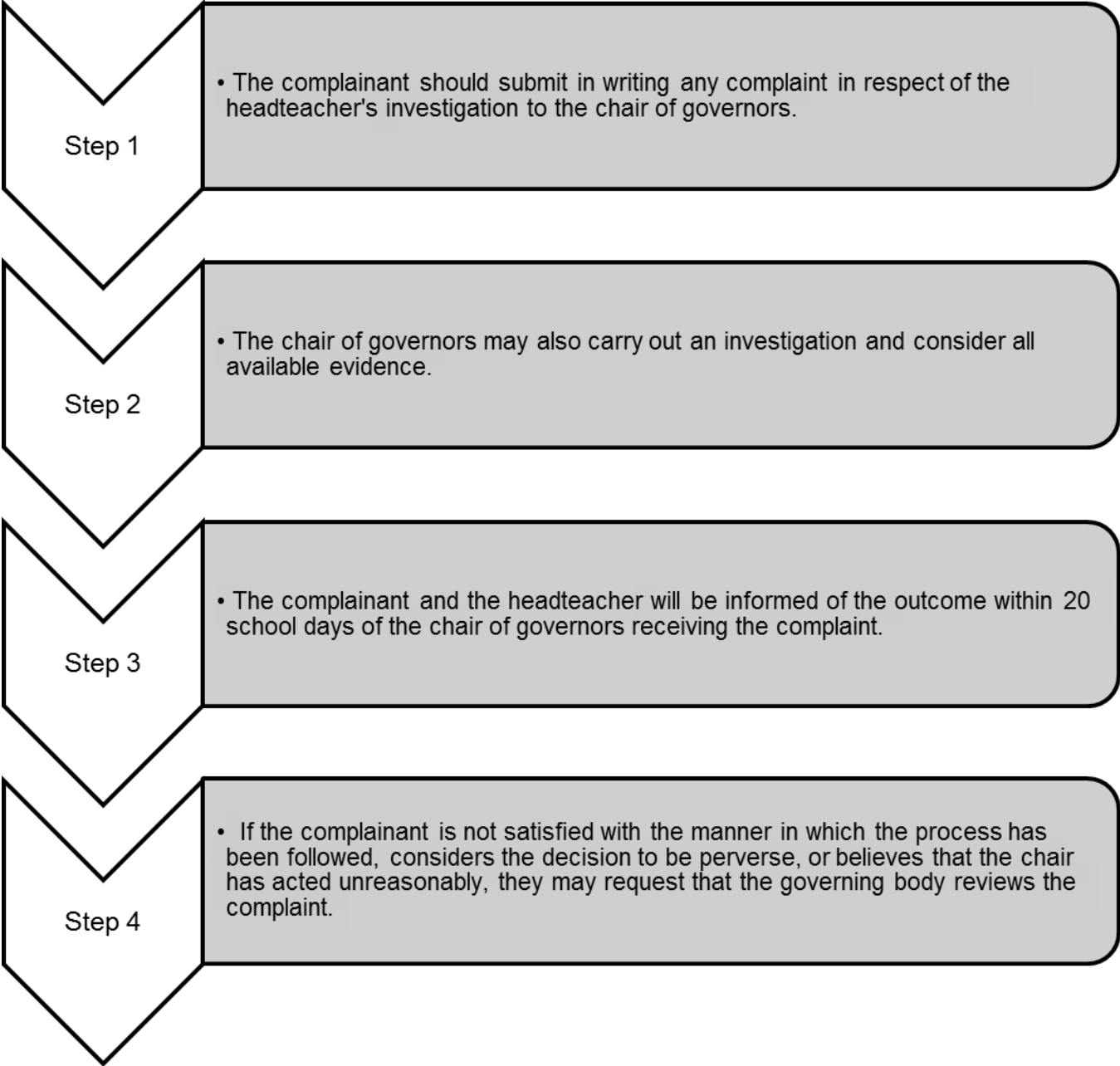
## Stage 2 – Formal complaint



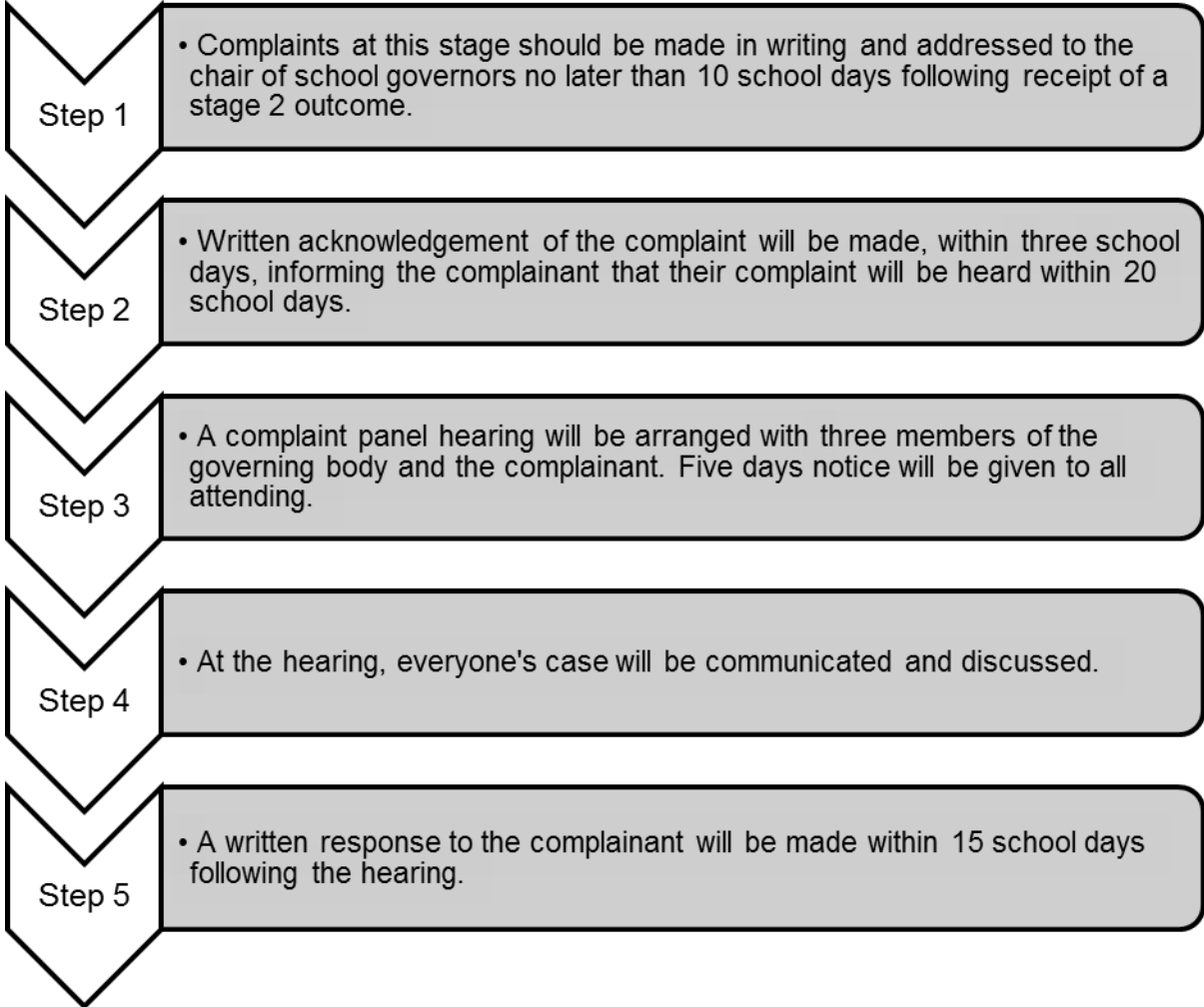
### Considerations

Should the complaint be regarding the headteacher it may be prudent for it to proceed directly to stage 3.

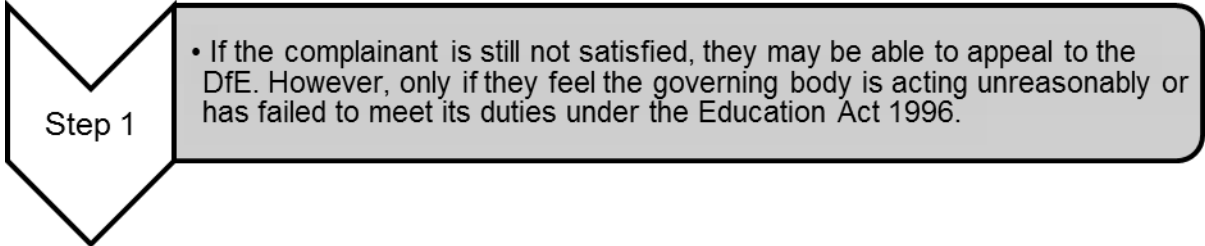
## Stage 2b – Further considerations



### Stage 3 – Formal complaint to the governing body



### Stage 4 – Appeal to the DfE



In this case, the word “unreasonably” is used in a strict sense and means acting in a way that no reasonable school or governing body could act in the circumstances.