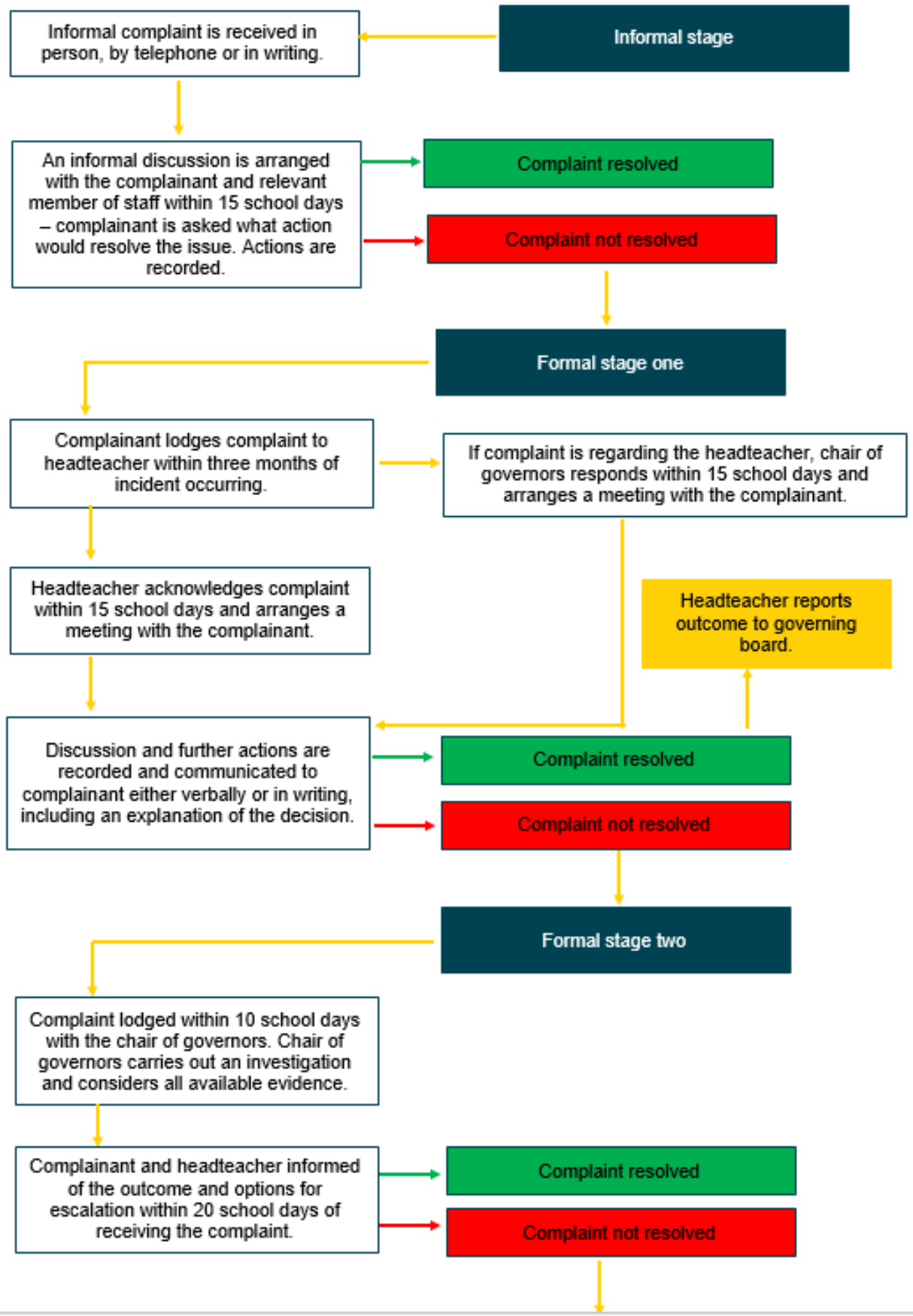
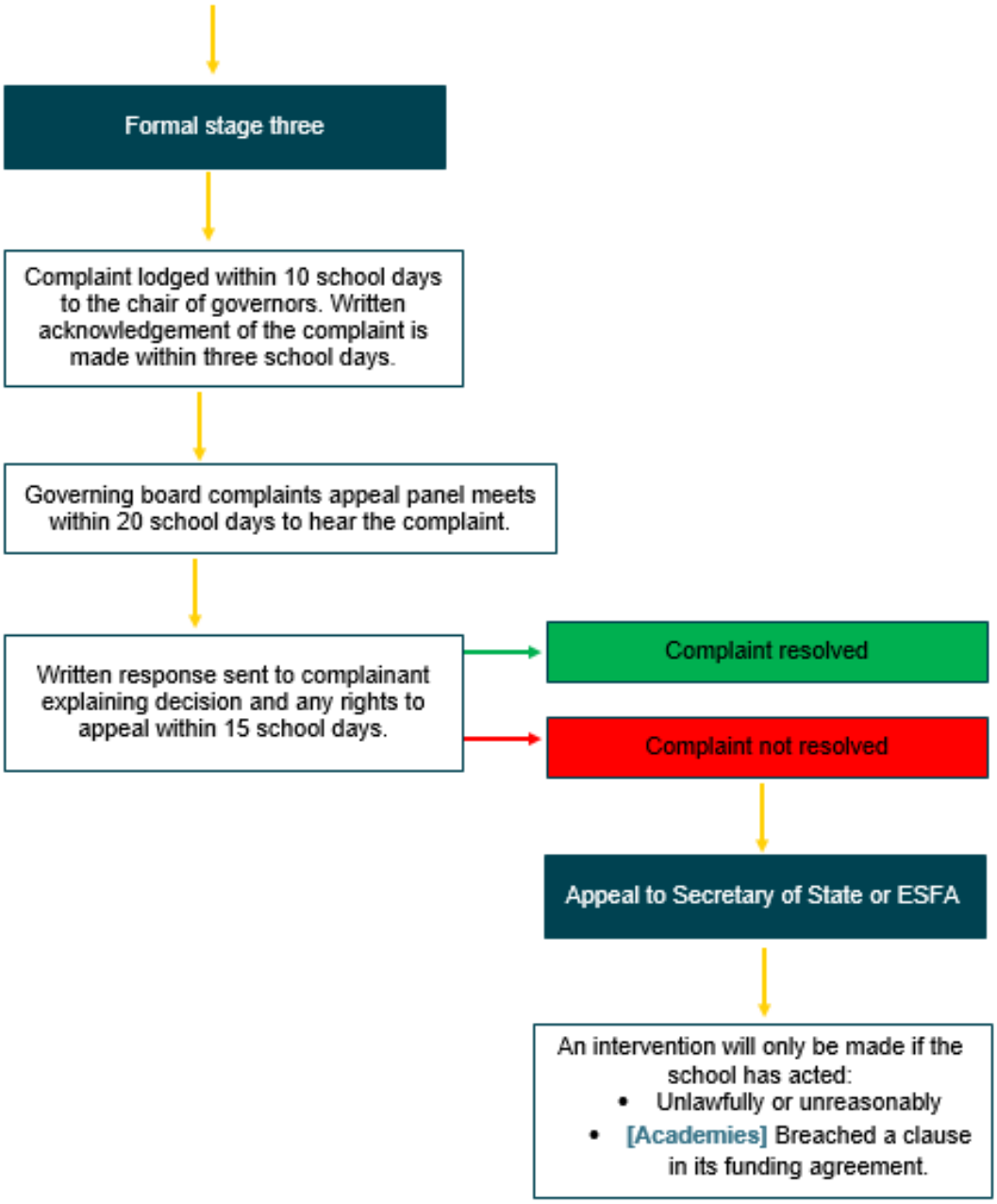
Complaints process




Formal stage three
Complaint lodged within 10 school days to the chair of governors. Written acknowledgement of the complaint is made within three school days.
Governing board complaints appeal panel meets within 20 school days to hear the complaint.
Written response sent to complainant explaining decision and any rights to appeal within 15 school days.
Complaint resolved
Complaint not resolved
Appeal to Secretary of State or ESFA
An intervention will only be made if the school has acted:
• Unlawfully or unreasonably
• [Academies] Breached a clause in its funding agreement.