





# Communication flowchart

	Attendance	Safeguarding	Site/H&S	SEND	Classroom, pupil	Class teacher, parent	
First contact – Informal stage 	<b>First point of contact</b>	<b>First point of contact</b>	<b>First point of contact</b>	<b>First point of contact</b>	<b>First point of contact</b>	<b>First point of contact</b>	
	Attendance administrator	Deputy Designated Safeguarding Officers	Site Manager and Health and safety Officer	Class teacher/ year leader	Class teacher	Year leader	
	attendanceofficer@priorschool.com	Safeguarding@priorschool.com	office@priorschool.com	Year(insert year)@priorschool.com	Year(insert year)@priorschool.com	Year(insert year)@priorschool.com	
	<b>If concern is not resolved</b>						
	Deputy Headteacher	Deputy Headteacher	Business manager	SENCO/ year leader	Year Leader	Deputy Headteacher	
Chloe O'Connor Sandy.saran@priorschool.com	Chloe O'Connor Sandy.saran@priorschool.com	Sarah Moore Sandy.saran@priorschool.com	sen@priorschool.com	Year(insert year)@priorschool.com	Aimee Proffitt Sandy.saran@priorschool.com		
The next level of contact – Formal stage  <b>Stage 1 complaint</b>	<b>If concern is not resolved</b>						
	Deputy Headteacher	Deputy Headteacher	Business manager	Deputy Headteacher	Deputy Headteacher	Deputy Headteacher	
Chloe O'Connor Sandy.saran@priorschool.com	Chloe O'Connor Sandy.saran@priorschool.com	Sarah Moore Sandy.saran@priorschool.com	Chloe O'Connor Sandy.saran@priorschool.com	Aimee Proffitt Sandy.saran@priorschool.com	Aimee Proffitt Sandy.saran@priorschool.com		
 <b>Stage 2 complaint</b>	<b>Stage 1 complaint is not resolved</b>						
	Please direct your complaint, clearly outlining your concerns and why they remain unresolved to the attention of the Headteacher to <a href="mailto:sandy.saran@priorschool.com">sandy.saran@priorschool.com</a>						
 <b>Stage 3 complaint</b>	<b>Stage 2 complaint remains unresolved</b>						
	Please direct your complaint, clearly outlining your concerns and why they remain unresolved to the attention of the Chair of Governors to <a href="mailto:sandy.saran@priorschool.com">sandy.saran@priorschool.com</a>						
<b>Formal complaint is referred to DFE</b>	<b>Stage 3 remains unresolved</b>						
	Refer your complaint to the Department of Education <a href="https://form.education.gov.uk/service/Contact_the_Department_for_Education">https://form.education.gov.uk/service/Contact_the_Department_for_Education</a>						

## What to expect from each stage of the communication flow chart

	What do you need to do?	What will the school do?
<b>Informal stage</b>		
First point of contact	At this stage you just need to speak to or email in with your concern.	The first point of contact will call you or email you back, they may offer you a face to face meeting. The first point of contact may consider the need to escalate your concern directly to a stage one complaint. In this case we will contact you to let you know that we will be initiating a stage one investigation
Second point of contact	If the response to your initial concern has not resolved the concern please email the second point of contact and explain your concern, the steps you have taken and our response. Please explain why this is not satisfactory and what it is that you are looking for.	You will either receive a call back, an email or a face to face meeting with the second point of contact in order to resolve your concern. Again, the second point of contact may deem it appropriate to escalate the concern to a stage one investigation
<b>Formal stage</b>		
Stage one	Please detail your concern clearly to the PA to the senior leadership team. Explain your concern, the steps that have been taken and why it has not been resolved, please indicate clearly what it is that you are looking for to resolve the issue.	At this point we investigate the complaint. This involves assigning an independent investigating officer (IO). The IO may be a member of the SLT, or senior member of the admin team such as the office manager or site and facilities manager. Once the investigation is complete the report is sent to the member of senior team who is responsible for the stage 1 complaint. We will invite you into school to discuss the investigation. After the meeting you will receive a copy of the investigation report as well as a letter summarising the meeting, recommendations and outcomes.
Stage two	If you remain unsatisfied with the investigation outcomes the next stage is to direct your complaint directly to the Headteacher. Please indicate clearly why the complaint has not been resolved and what it is you want from the outcome. You cannot add any new concerns that don't relate to the original complaint.	At this point, the HT will review the investigation report with the IO and the member of senior staff leading on the complaint. You will be invited in for a meeting to discuss the HTs findings. You will get a letter summarising the meeting, recommendations and outcomes.

Stage three	<p>If the complaint remains unresolved, please direct your concerns to the chair of governors via the PA to the senior leadership team.</p> <p>Again, your complaint must detail the same concerns as the original complaint.</p>	<p>The chair of governors will arrange for three governors to host a panel meeting. They will review all the information available. During the meeting the parent will be able to explain their concerns, the school will put forward their case. The governors will review all the information and after the panel has concluded they will deliberate the complaint and respond to you in writing.</p>
DFE	<p>Once you have exhausted the schools complaints processes and you remain unsatisfied, you are able to direct your concern directly to the DFE.</p>	<p>The DFE will check that the parent has gone through the appropriate channels. If they have not they will direct them back to the school. if the complaint has been through stage two and three and there has not been an agreeable outcome, they will contact the school for information. The DFE will write to the parents.</p>