Complaint received
HT and C.O.G review jointly to determine if the complaint is a Safeguarding Issue
Safeguarding Issue
Not a Safeguarding Issue
Refer to LADO : request response in writing
LADO confirms NO
Follow Complaints Policy
LADO confirms YES
Complaint against HT
Governor Panel 1
YES
NO
Use Safeguarding Policy
HT reviews
Against HT ?
COMPLAINANT ACCEPTS PANEL 1 DECISION
NO
Complainant accepts HT decision
NO
YES
YES
Governor Panel 2 for HT complaints
NO
HT revews
Complaint Process Completed
Complainant accepts decision
NO
Refer to Secretary of State
YES