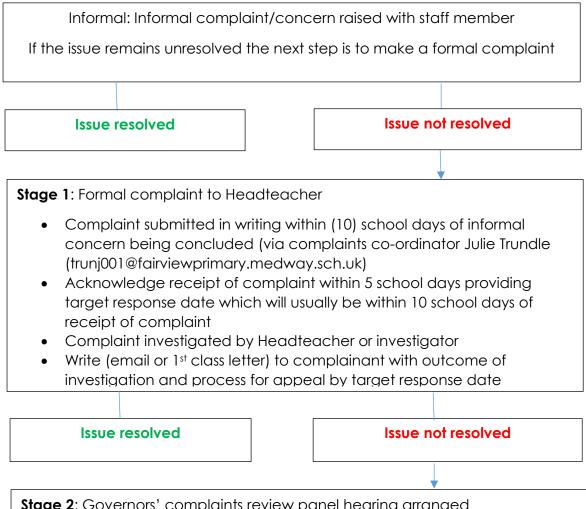
HOW TO RUN AN EFFECTIVE COMPLAINTS REVIEW PANEL

MODEL FLOWCHART FOR THE COMPLAINTS PROCESS: MAINTAINED SCHOOLS



Stage 2: Governors' complaints review panel hearing arranged

- Complainant writes to the clerk (via the complaints co-ordinator Julie Trundle trunj001@fairviewprimary.medway.sch.uk) as in the policy within (10) school days of receipt of the date of the letter notifying the outcome of Stage 1
- Inform complainant of the governors' complaints review meeting to be held within (20) days of receipt of stage 2 complaint
- Hold meeting
- Issue letter confirming panel decision within (10) school days of review