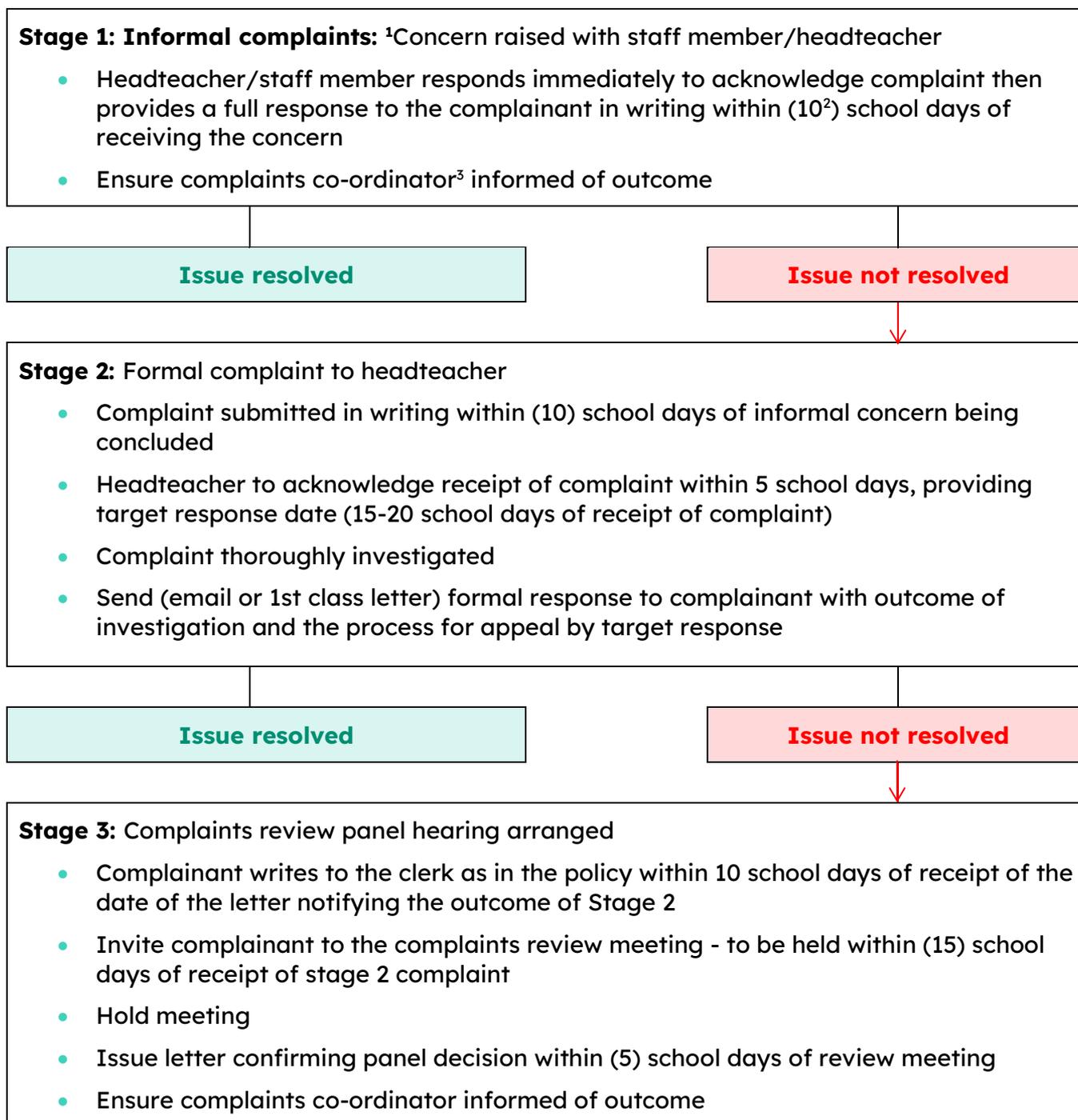


# How to run an effective complaints review panel

## Model flowchart for the complaints process: schools in a MAT

This flow chart is based on DfE guidance issued in January 2021, found [here](#).



**Note:** For complaints escalated to or about the trust, the CEO or a MAT trustee please see the resource 'Trust-level complaints in a MAT'.

<sup>1</sup> If the complaint is about the headteacher of a school, it should go directly to the chair of governors at the school

<sup>2</sup> All dates are suggested dates; the trust/school can choose its own number of school days for each stage

<sup>3</sup> The model policy suggests a complaints co-ordinator/administrator to co-ordinate the process; see Resources for responsibilities suggested by the DfE