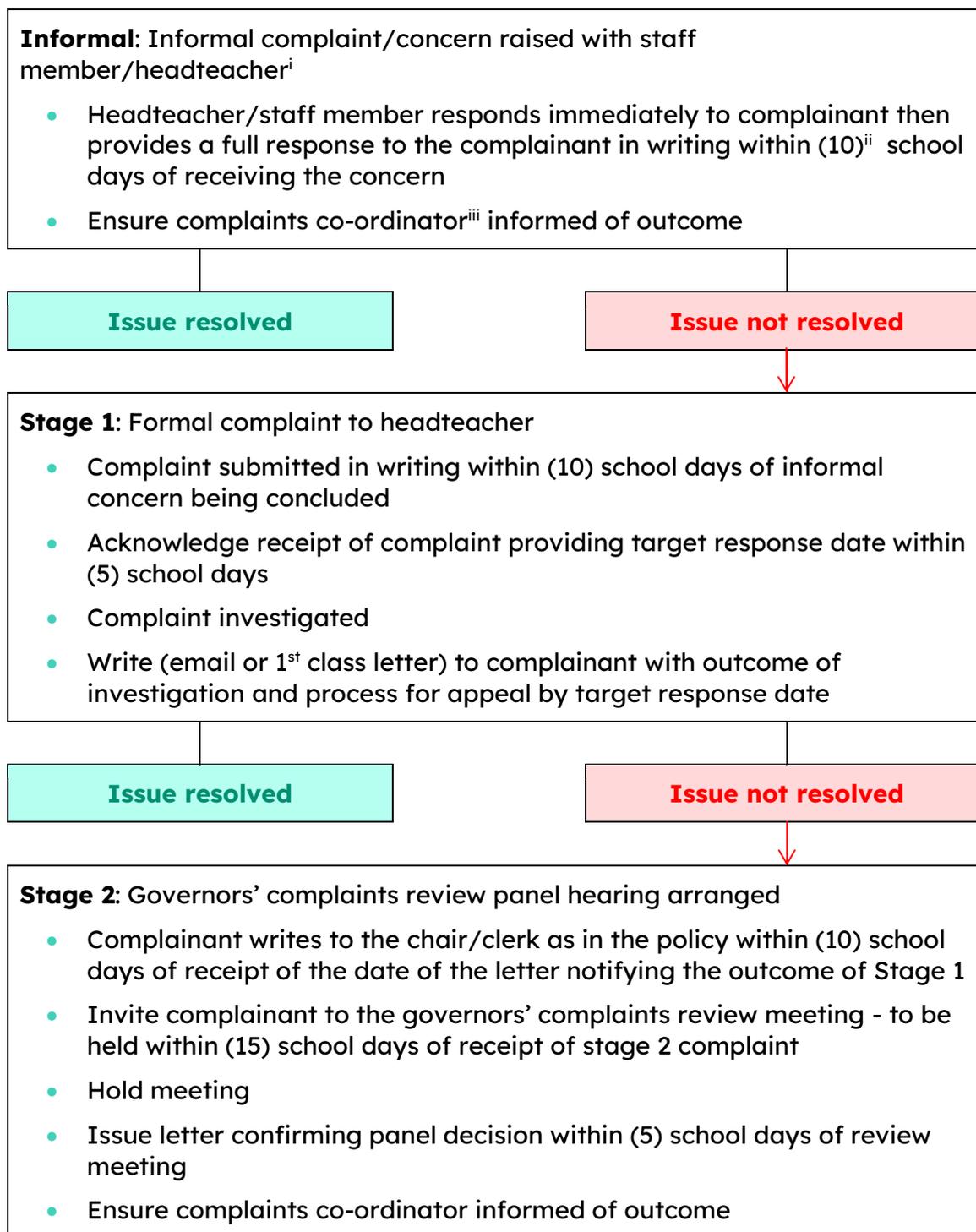


How to run an effective complaints review panel

Model flowchart for the complaints process: maintained schools

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



ⁱ If the complaint is about the headteacher it should go directly to the Chair of governors who should then either deal with Stage 1 or delegate another board member; If complaint proceeds to Stage 2 then this will be dealt with by a panel in the usual way

ⁱⁱ All dates are suggested dates; the trust/school can choose its own number of school days for each stage

ⁱⁱⁱ The guidance suggests a complaints co-ordinator/administrator to co-ordinate the process; see Resources for responsibilities suggested by the DfE