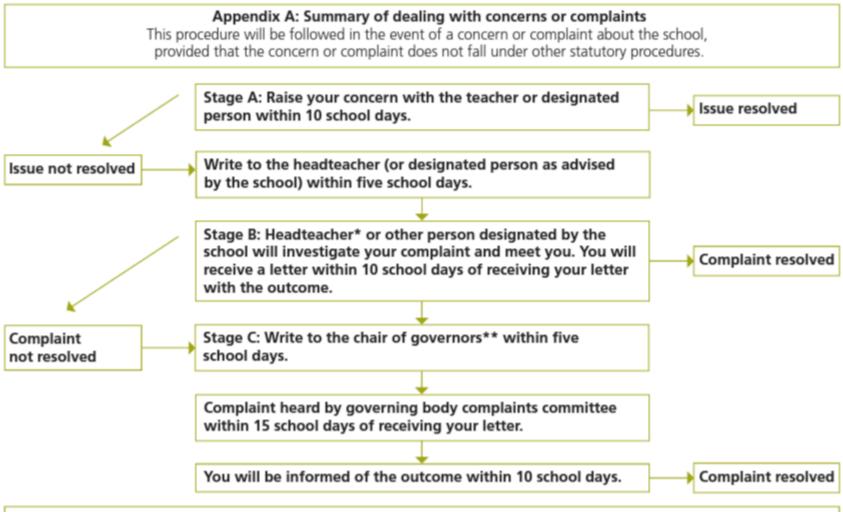
Appendix A: Summary of dealing with concerns or complaints



^{*} If the complaint is about the headteacher you should write to the chair of governors.

All timescales shown are targets and are flexible; however it is in everyone's best interest to resolve a complaint as soon as possible.

The school will work with you to ensure that the time allowed to deal with your concern or complaint is reasonable and helps to achieve an answer to the problem.

^{**} If the complaint is about the chair of governors you should write to the vice chair.