

## COMPLAINTS & APPEALS: 2023-2024

DO YOU WISH TO MAKE A COMPLAINT REGARDING TEACHING & LEARNING, OR EXAMS PRACTICES?

YES

HAVE YOU TRIED TO RESOLVE THE ISSUE INFORMALLY IN THE FIRST INSTANCE?

NO

ATTEMPT TO RESOLVE THE ISSUE  
INFORMALLY IN THE FIRST INSTANCE.

YES

COMPLETE THE COMPLAINTS & APPEALS FORM AND SUBMIT IT TO RECEPTION FAO THE HEAD OF CENTRE (H.O.C.)

### **CENTRE ACTIONS:**

- RECEPTION STAFF ALERT & DELIVER THE COMPLAINT FORM TO H.O.C. ON THE **SAME DAY**
- CENTRE LOGS THE COMPLAINT & FORMALLY ACKNOWLEDGES RECEIPT WITHIN **3 CALENDAR DAYS**
- EXAMS OFFICER/EXAMS OFFICER LINE MANAGER CONTACTS COMPLAINANT TO EXPLAIN THE COMPLAINTS PROCESS WITHIN **3 CALENDAR DAYS**
- H.O.C. (OR A MEMBER OF SLT APPOINTED BY THE H.O.C.) INVESTIGATES THE COMPLAINT
- COMPLAINANT NOTIFIED OF THE FINDINGS & CONCLUSION OF THE INVESTIGATION WITHIN **2 WORKING WEEKS**.

NO

ARE YOU SATISFIED WITH THE OUTCOME?

YES

IF THERE ARE GROUNDS FOR AN APPEAL, SUBMIT AN APPEAL IN WRITING WITHIN **7 CALENDAR DAYS** OF RECEIPT OF THE OUTCOME. THE REASONING FOR THE APPEAL MUST REFER TO THS SPECIFIC POINTS OF THE OUTCOME THAT YOU ARE DISSATISFIED WITH.

NO FURTHER ACTION.

### **CENTRE ACTIONS:**

- APPEAL LOGGED BY THE CENTRE & ACKNOWLEDGED WITHIN **5 CALENDAR DAYS**.
- APPEAL IS THEN REFERRED TO THE EXECUTIVE HEAD TEACHER (EHC) OR A SPECIAL COMMITTEE OF THE GOVERNING BODY FOR CONSIDERATION (DEPENDING ON AVAILABILITY).
- THE EHT OR COMMITTEE WILL INFORM THE APPELLANT OF THE FINAL CONCLUSION IN DUE COURSE.