

## **Concerns and Queries Procedure 2023-2024**

Concern/query heard by Class Teacher (informal) Issue not resolved Issue resolved Concern/query heard by: Phase Leader (Informal) Acknowledge receipt of concern/query Contact is made with outcome of investigation Issue not resolved Issue resolved Concern/query heard by: Assistant Headteacher (informal) Acknowledge receipt of concern/query Contact is made with outcome of investigation Issue not resolved Issue resolved Concern/query heard by: Deputy Headteacher Acknowledge receipt of concern/query Contact is made with outcome of investigation Issue resolved Issue not resolved Written record of concern/query addressed to: Headteacher (formal) In line with the school policy, this must be put in writing to the Headteacher who will acknowledge receipt within 5 school days and respond with the outcome within 15 school days. Issue resolved Issue not resolved **Academy Committee Complaint Panel Meeting** Arranged (formal) Letter inviting to a meeting issued Issue resolved Issue not resolved **CEO of SECAT receives written account (formal)** Meeting is held with SECAT Trustee Members Written outcome of meeting received within 5 school