SECAT
THORPEDENE PRIMARY SCHOOL & NURSERY

# Concerns and Queries Procedure

**Concern/query heard by Class Teacher (informal)**

Issue resolved

Issue not resolved

**Concern/query heard by:**

*Phase Leader (Informal)*

- Acknowledge receipt of concern/query
- Contact is made with outcome of investigation

Issue resolved

Issue not resolved

**Concern/query heard by:**

*Assistant Headteacher (informal)*

- Acknowledge receipt of concern/query
- Contact is made with outcome of investigation

Issue resolved

Issue not resolved

**Concern/query heard by:**

*Deputy Headteacher (informal)*

- 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 Stage 2)***

In line with the SECAT 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

**Stage 3 - Panel Hearing**

If the complainant is dissatisfied with the outcome at Stage 2 they can escalate to Stage 3 – a Panel Hearing which comprises of members who are not directly involved in the matters in the complaint and one independent member.

A request for panel hearing must be requested via the school office within 5 days of receiving the response at Stage 2.