

# **St. David's High School**

## **Saltney**

Where complaints cannot be resolved under the general complaints' procedure,  
we will follow the advice under the:

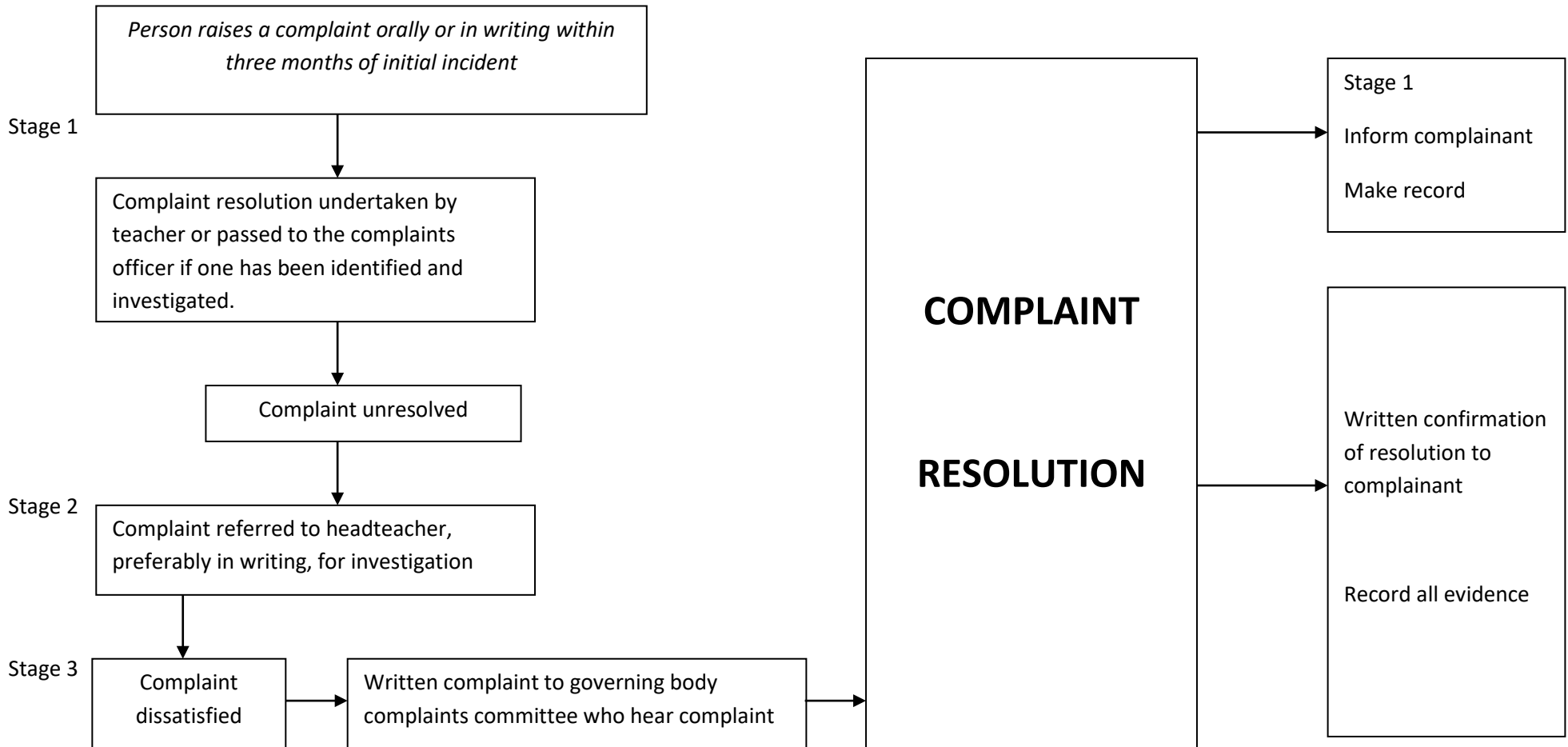
School Governing Bodies Complaints

Procedure Circular: 03/2004

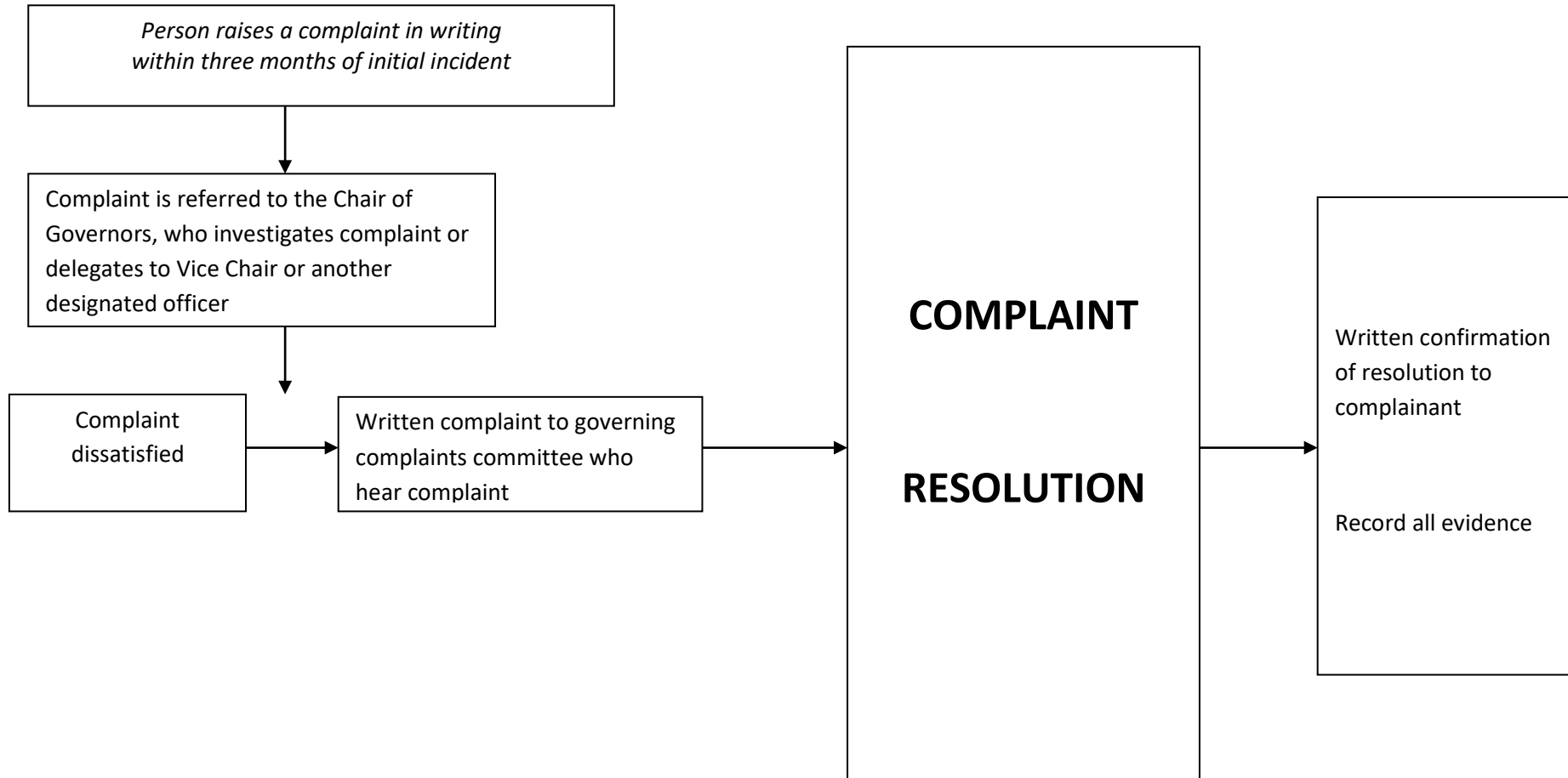
Please see following diagrams

Reviewed by Governors: October 2024

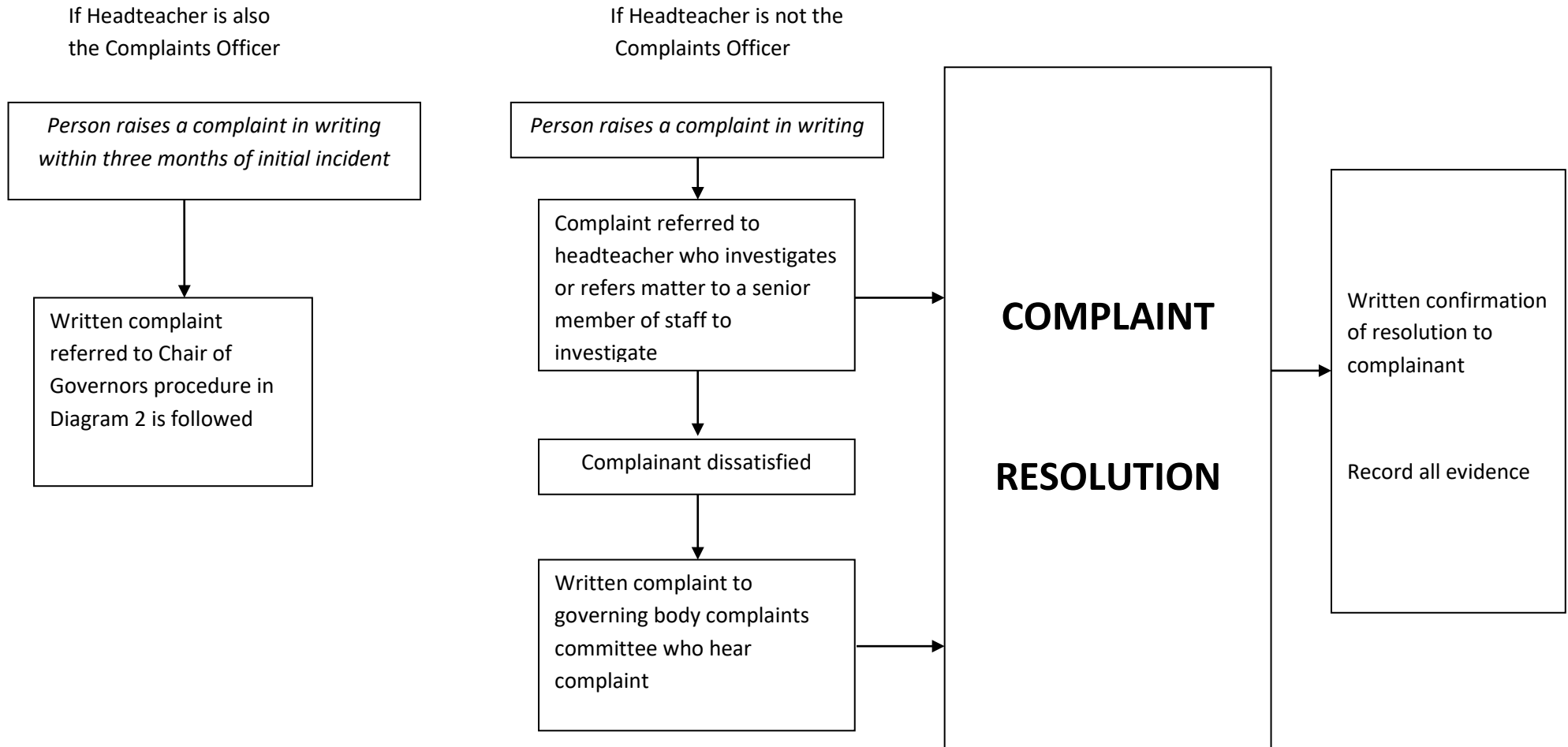
**Diagram 1 – General complaints about the School**



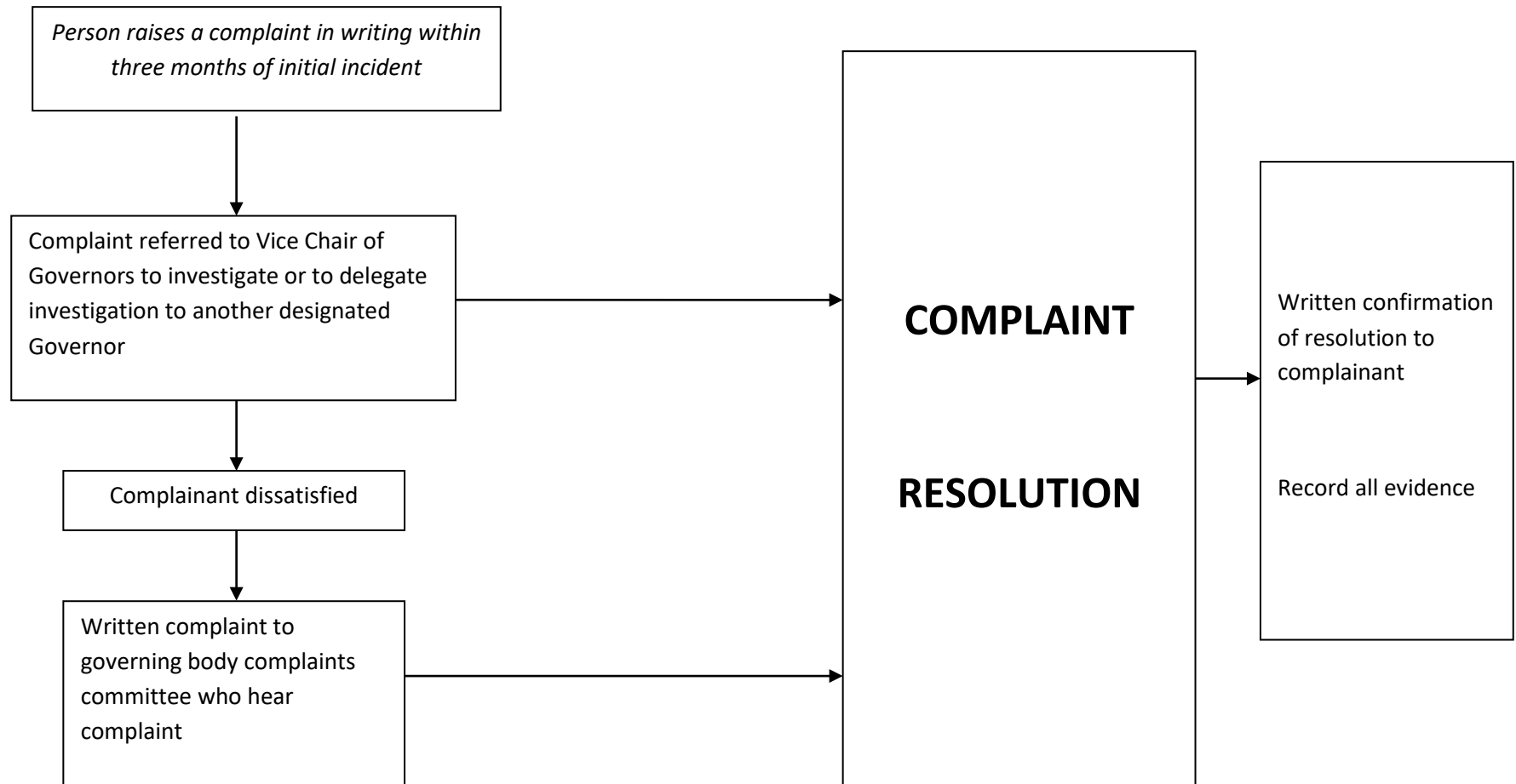
**Diagram 2 – Complaint about the Headteacher**



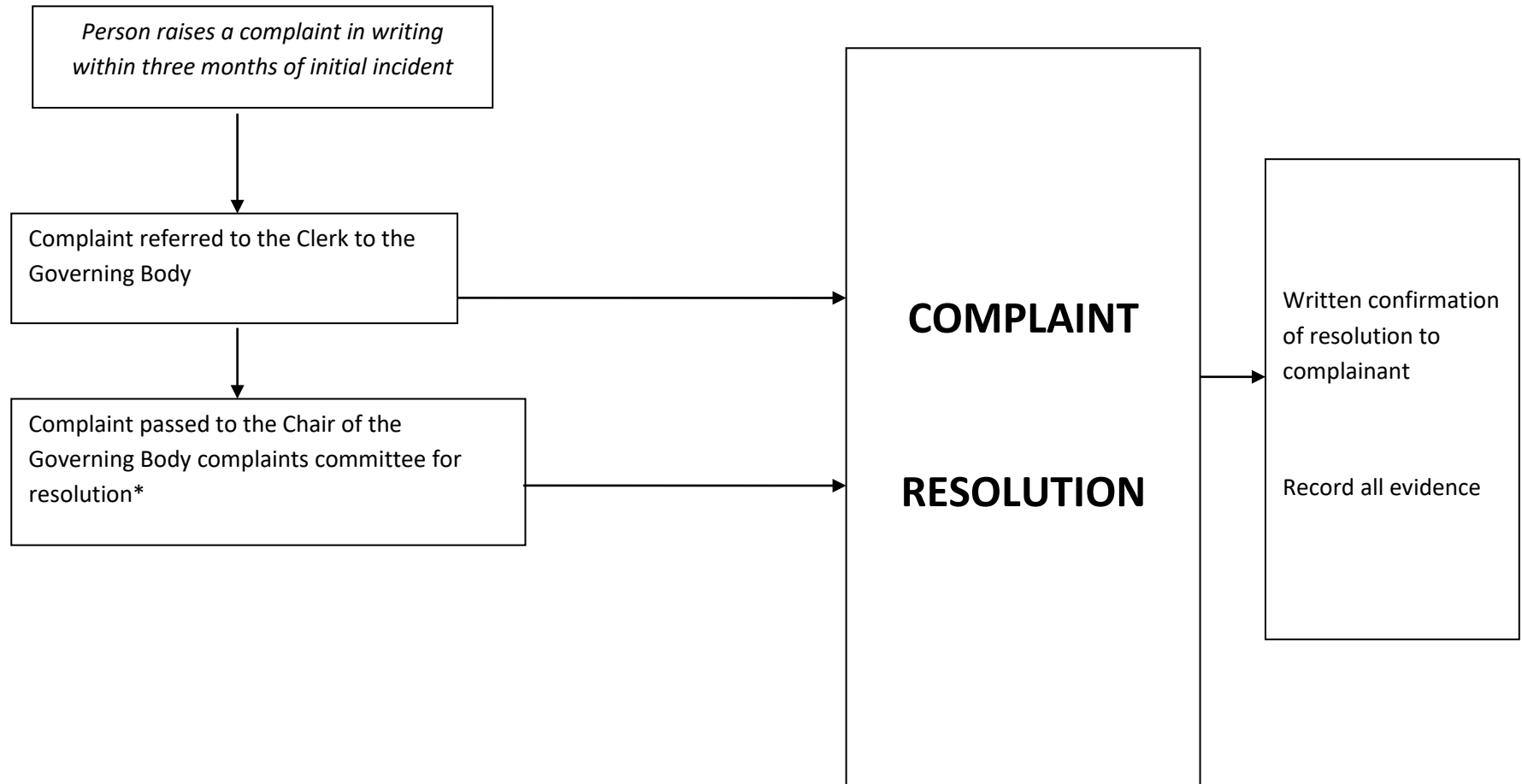
**Diagram 3 – Complaint against the Complaints Officer (if there is one)**



**Diagram 4 – Complaint against the Chair of Governors and Complaint against the Chair of Governors and Headteacher**



**Diagram 5 – Complaint about the Chair and Vice Chair of Governors together**



\*If the Chair of the complaints committee is also the Chair or Vice Chair of Governors, the complaint should be referred to the Chair of the Governing Body complaints appeal committee, who should become the Chair of the complaints committee for this particular complaint. In these circumstances, the complaints appeal committee would need to appoint another Chair. If the posts of the Chair of the complaints committee and Chair of the complaints appeal committee are held by the Chair and Vice Chair of Governors, both committees must appoint new chairs to hear the complaint.

**Diagram 6 – Complaint about a Governor (including Vice Chair) or group of Governors**

