



8. Once the Principal has come to a decision regarding the complaint, the student and/or their parents/legal guardians will be informed in writing of the outcome and the reasons for the outcome of the complaint. A copy of the outcome will be retained on the student's file.
9. If the grievance procedure finds in favour of the student, St Mary's will immediately implement the decision and any corrective and preventative action required from this decision and advise the student and or parents/legal guardians of the outcome of the complaint in writing.
10. If the complaints procedure does not find in favour of the student and or parents/legal guardians, or they are dissatisfied with the result of the complaints procedure through the Principal, they may appeal the decision to the Chair of the Board of Governors.
11. The Chair of the Board of Governors will review the case and may choose to meet with the student and/or parents or legal guardian to discuss the nature of the complaint. A support person may be present at this meeting.
12. The Chair of the Board of Governors will inform the student and or parents/legal guardians of their decision within 10 days of the complainant reaching them.
13. If the Chair of the Board of Governors finds in favour of the student, St Mary's will immediately implement the decision and any corrective and preventative action required from this and advise the student and/or parents or legal guardians in writing of the outcome