



The Rainbow Federation Complaints Summary

2025 - 2026

Complaints Procedure

The Governing Body of The Rainbow Federation has approved the document setting out the arrangements for Cardiff County Council in respect of the County Complaints Procedure. It is summarised below as follows:-

Stage 1

Informal complaint to the Executive Headteacher and staff of the school.

Stage 2

Written complaint to the Executive Headteacher when an informal complaint has not been satisfactorily resolved.

Stage 3

Written complaint to the Governing Body stating that the complaint has not been satisfied at stages one and two.

Stage 4

County Council Review, if the outcome of stage three has not secured a resolution of the problem.

Stage 5

National Assembly Review.