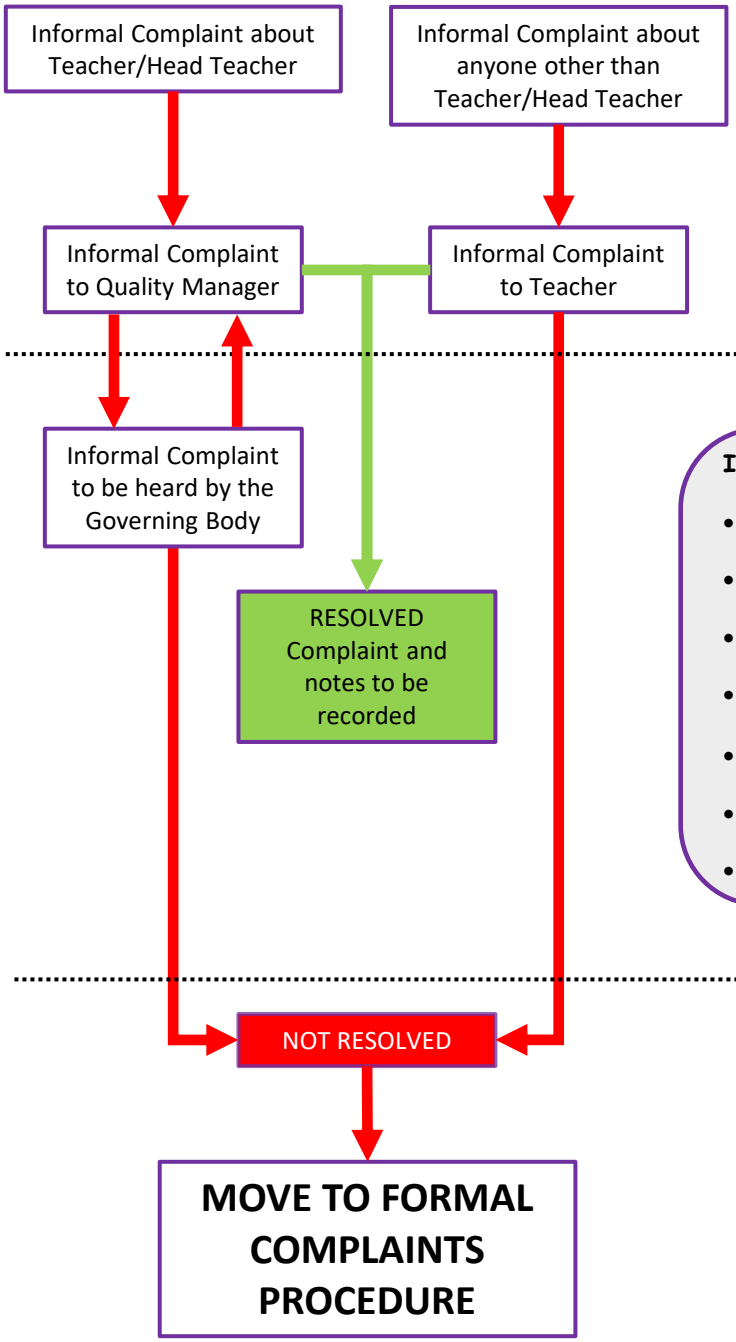
INFORMAL COMPLAINTS PROCEDURE



If a complaint is in relation to an Alternative Provider, then this will be dealt with through *their* complaint's procedures and a copy of the complaint and outcome will be kept on record by Meadows school.

INVESTIGATION

- Establish what has happened so far and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Meet with the complainant if more information is needed.
- Clarify what the complainant feels would put things right.
- Allow the complainant to be accompanied if they wish.
- Conduct the investigation with an open mind and be prepared to persist in the questioning.
- Keep notes.