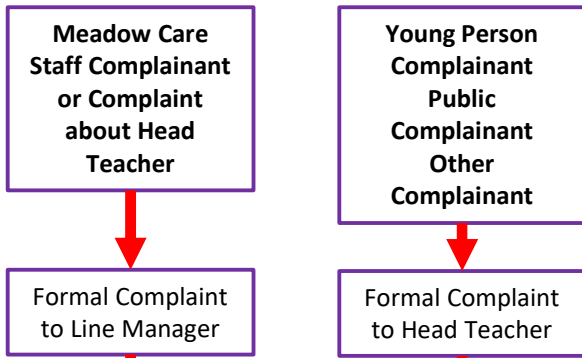


# FORMAL COMPLAINTS PROCEDURE



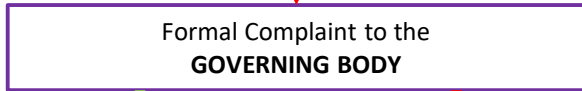
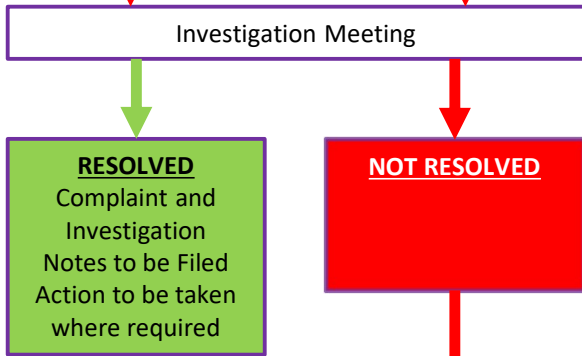
Complaint in writing detailing the following;

- Events as they happened
- Times and dates of events
- Who was involved
- Any "informal complaint" procedure that has happened (including who dealt with the informal complaint) and the outcome of this



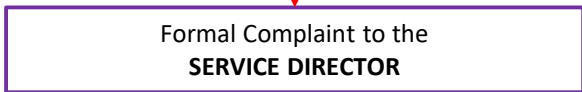
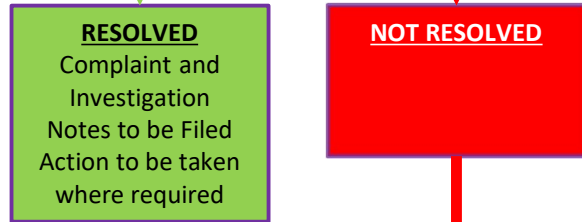
**INVESTIGATION**

- Establish what has happened so far and who has been involved.
- Clarify the nature of the complaint and what remains unresolved.
- Allow the complainant to be accompanied if they wish.
- Conduct the investigation with an open mind and be prepared to persist in the questioning.
- To interview all parties involved
- To review any previous investigation including outcomes
- To review any subsequent information following any informal complaint
- Decision in writing



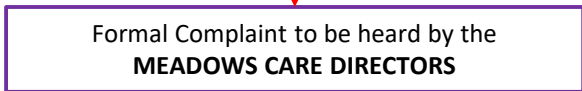
**GOVERNING BODY**

- The Governing Body are a group of professionals from both inside and outside Meadows Care
- Establish what has happened so far and who has been involved
- To review the formal complaint and deliberate the decision made
- The Governing Body are able to recommend any amendments to previous decisions made
- Decision made in Writing



**MEADOWS CARE DIRECTORS**

- As sole owners of Meadows Care, the Directors have a Legal, Moral & Financial responsibility for Meadows School
- To review all the information and make a final decision
- Decision made in Writing



**FINAL DECISION MADE BY THE SERVICE DIRECTOR**