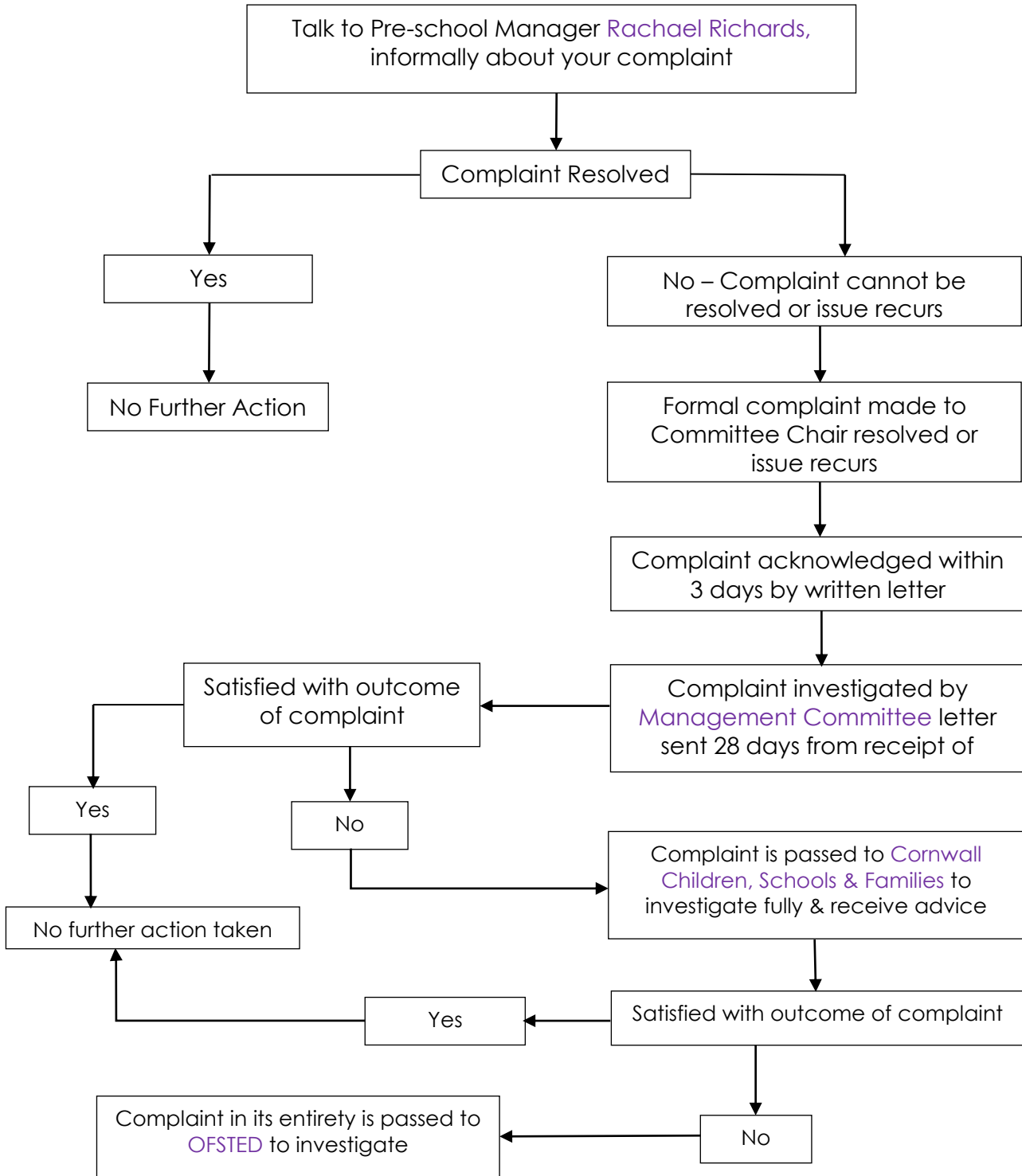


## COMPLAINTS PROCEDURE



Complaints should be investigated, responded to, and recorded within 28 days of receipt of the complaint. Please note the complainant can at any point put in a complaint or request advice and information from the following:

Cornwall Council – Children, Schools & Families – 01872 326312 / 326314  
 OFSTED Complaints Helpline – 08456 404040

Writing: Ofsted National Business Unit, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA.

This policy is reviewed annually, next review date: December

APPROVAL

Signature:

Name & Position:

Rachael Richards -  
Manager

Date:

AGREED

Signature:

Name & Position:

Date:

