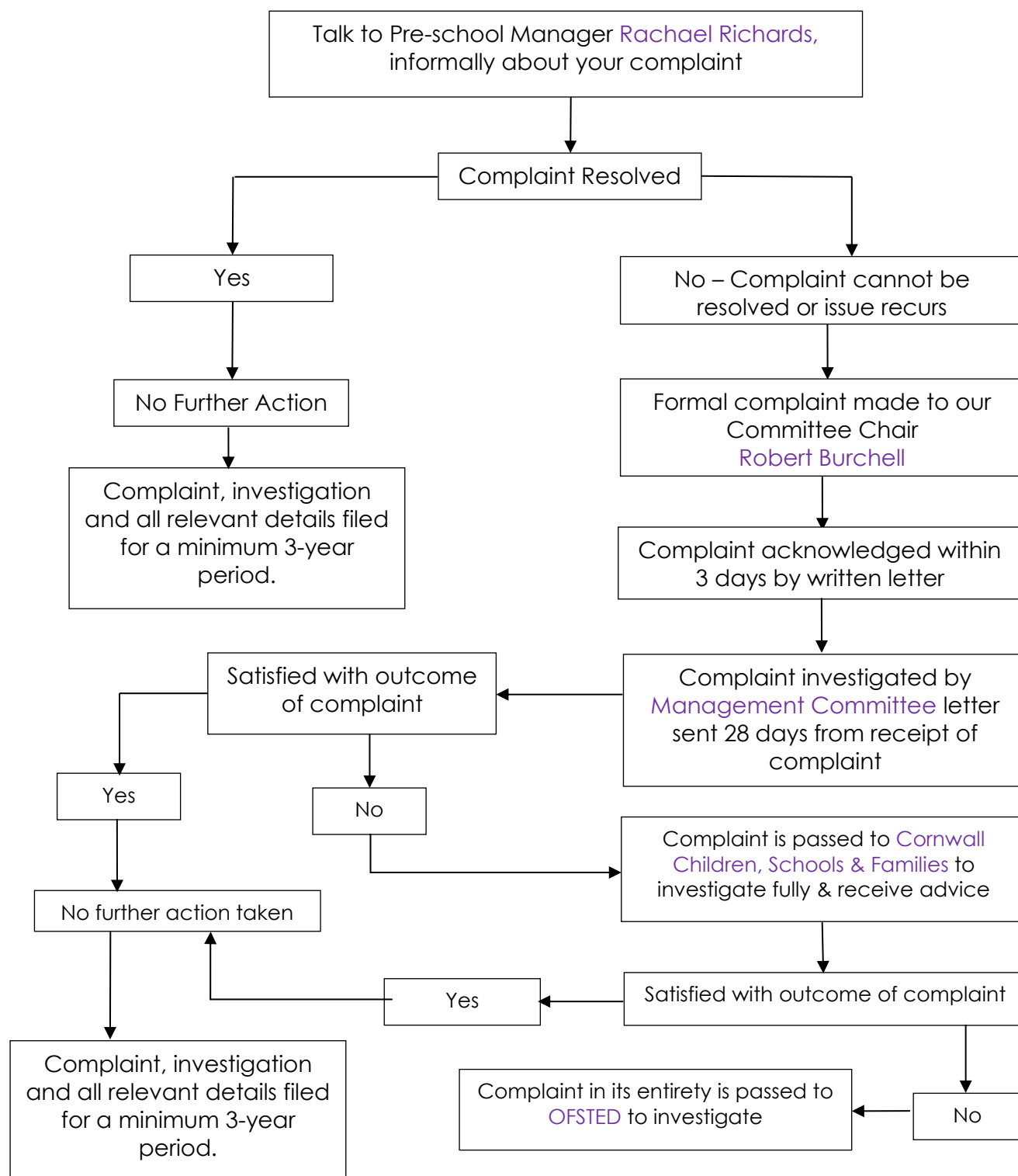


## COMPLAINTS PROCEDURE



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:

All Policies to be reviewed annually.

| Acceptance of Policy |                               |   |
|----------------------|-------------------------------|---|
| <b>APPROVAL</b>      |                               | <b>AGREED</b>                               |
| Signature:           |                               | Signature:                                  |
| Name & Position:     | Rachael Richards -<br>Manager | Name & Position: On behalf of the committee |
| Date:                |                               | Date:                                       |
| Review Record        |                               |   |
| Reviewed by:         | Position:                     | Date:                                       |
| Reviewed by:         | Position:                     | Date:                                       |
| Reviewed by:         | Position:                     | Date:                                       |
| Reviewed by:         | Position:                     | Date:                                       |
| Reviewed by:         | Position:                     | Date:                                       |