

COMPLAINT RECEIVED

is this a complaint as defined by the policy?

YES

NO

Complaint raised informally will firstly be referred to a member of the senior leadership team at Campus level.

No further action

Has the complaint been resolved?

YES

NO

No further action

As the complaint has not been resolved informally at Campus level, the matter will move to stage 2 and be referred to a member of the executive team.

Has the complaint been resolved?

YES

NO

No further action

As the complaint has not been resolved, the matter will now be referred for review by the Governors Complaints Panel.