



FALCONS PREP
RICHMOND

Complaints Procedure

Primary person responsible for this policy: APG

Job title: N/A (Group Policy by APG)

Last review date: reviewed annually by Head office

Next review date: reviewed annually by Head office

Relevant ISI coding (if applicable) 33a

Circulation: This policy is available to parents on request. It is addressed to all members of staff and volunteers.

Please locate this policy on the following link:

<https://egiportal.alphaplusgroup.co.uk/apg-info/Pages/complaints.aspx>