

Complaints Procedure Policy (link to APG central policy)

PLEASE CLICK ON THIS LINK FOR THE APG COMPLAINTS PROCEDURE:

<https://egiportal.alphaplusgroup.co.uk/Alpha%20Plus%20Group%20Information/Complaints%20procedure/Complaints%20Procedure.pdf>

Primary person responsible for this policy: adopted from APG

Relevant ISI coding (if applicable) Part 7 33a

Circulation: This policy has been adopted by the governors and is available to parents on request. It is addressed to all members of staff and volunteers and applies wherever they are working with children.

'Parents' refers to parents, guardians and carers.