.henshaws specialist college
beyond expectations

Compliments and Complaints Informal Procedure

Name of person making compliment or complaint: **Date:**

Nature of compliment or complaint:

Name of staff member receiving compliment or complaint:

Action taken to resolve the complaint:

Signed **(staff member)**	**Date:**

Instructions to staff: ◆ complete above as fully as possible ◆ do your best to resolve the concern ◆ if it is a student complaint, record on Databridge using Event Log and notify Programme Leader and SCO/SDE ◆ forward to Administration Manager ◆ if complaint not resolved, invite complainant to use Formal Complaints Procedure