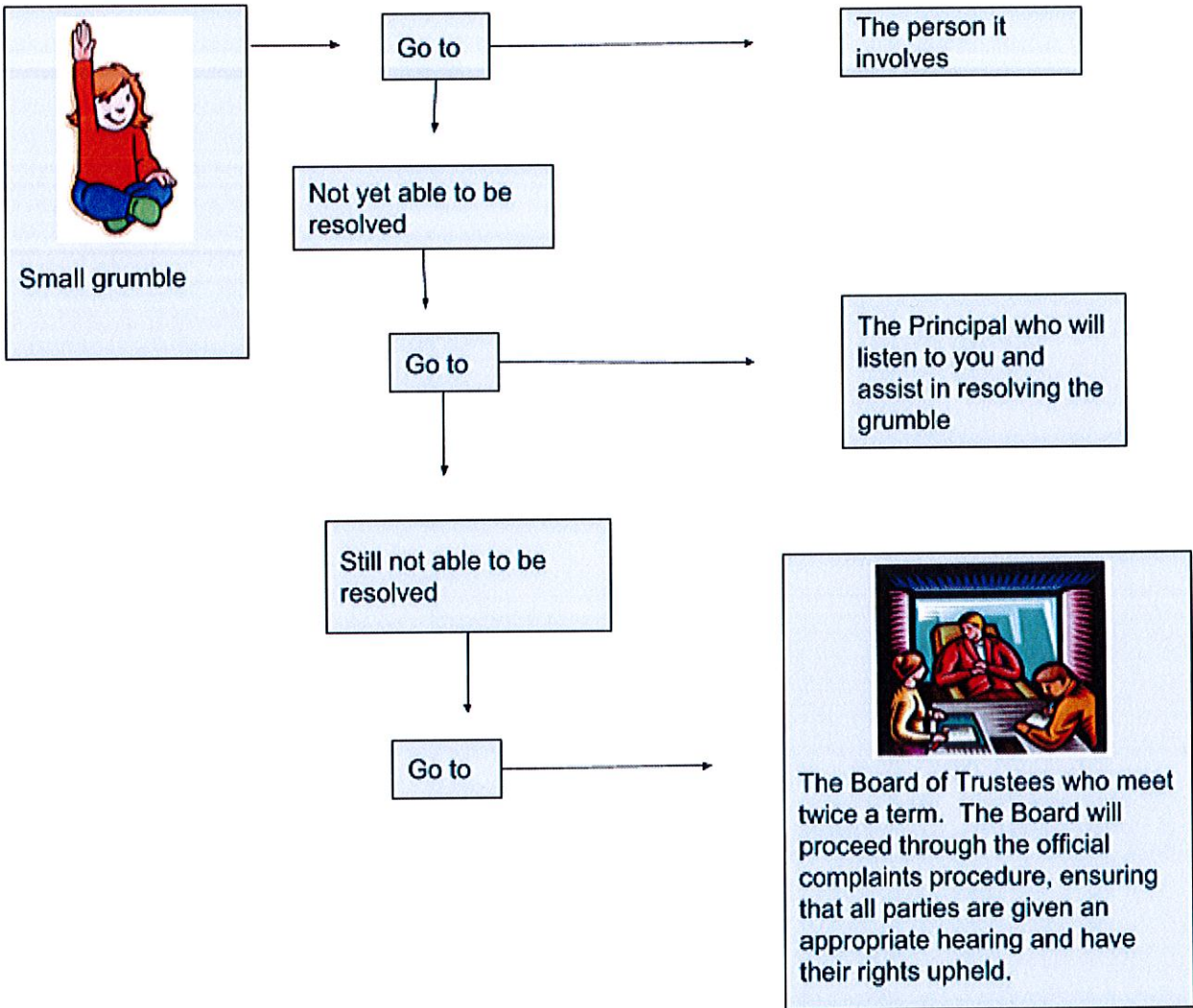


ST LEO'S CATHOLIC SCHOOL - DEVONPORT

NAG 5: Health & Safety

COMPLAINTS POLICY

Appendix 2: Grumble Procedure



Board of Trustees members are an elected body who along with other tasks are available to assist with complaints (and grumbles) and can guide you to the official policy and if necessary deal with yours through the appropriate channels

ST LEO'S CATHOLIC SCHOOL - DEVONPORT

NAG 5: Health & Safety

COMPLAINTS POLICY

APPENDIX 3

Feedback Form Format

A form/letter is sent out to a complainant after the matter has been dealt with covering the following points.

Recently you brought an issue to our attention (issue is described) ... To ensure that we have dealt with it effectively please let us know by answering these questions:

- *Did you feel you were listened to?*
- *Did you feel comfortable about approaching the person involved (staff member, principal, trustee etc?)*
- *Did you feel happy with how we resolved the issues?*
- *Do you think there is anything that we can do to improve our system?*