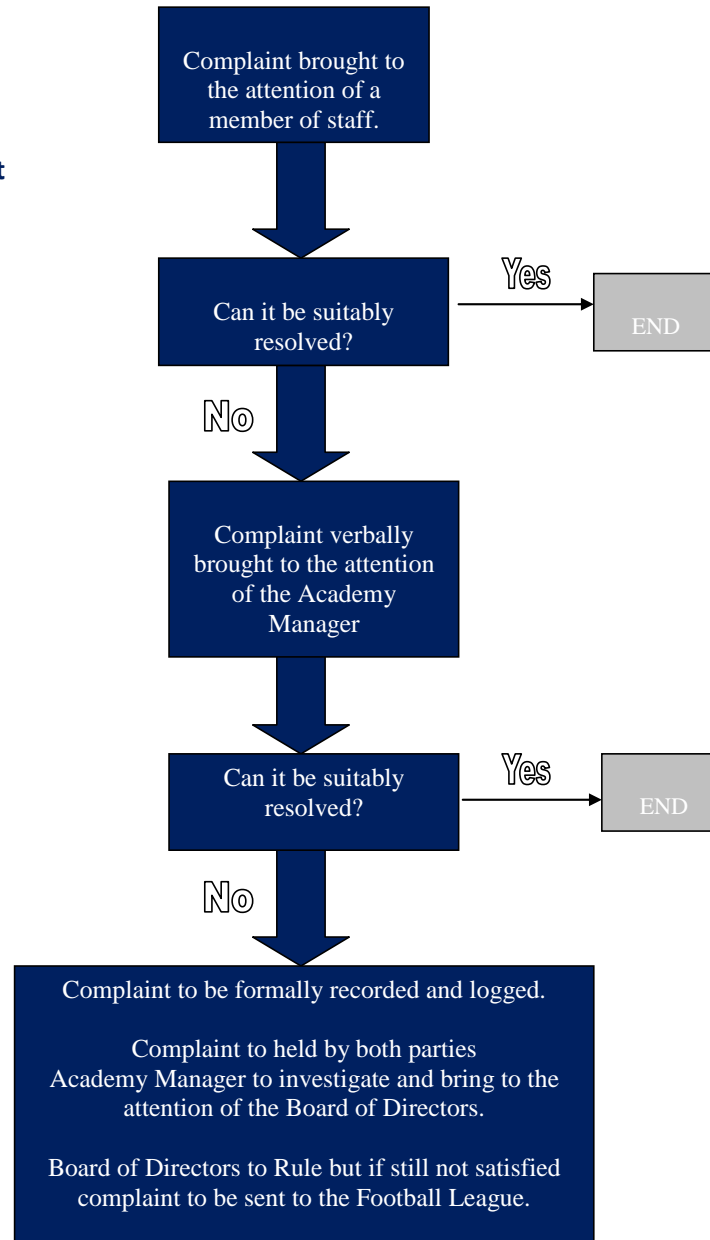


Preston North End (APP)

APP41 Complaint Procedure



Complaints concerning the Academy, on any subject, if not settled verbally by mutual agreement shall be logged and duly addressed.



Preston North End (APP)

APP41 Complaint Procedure Cont...



If you have brought a complaint to the attention of a member of staff and not received an acceptable response you must then verbally report your concern to the Academy Manager.

If the response is still not acceptable then you should ask for the complaint to be formally documented and investigated, using this form.

Name _____	Parent/Guardian: _____
Address: _____	
Telephone Number: _____	
Date: _____	(For official Use: Complaint No. _____)

Please fully document the Subject of the Complaint:

Results of Investigation Carried out by _____	Date: _____
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Any Recommendations to be made...

Final Actions
Actioned and agreed by: _____ Date: _____
Authorised by: _____ Date: _____