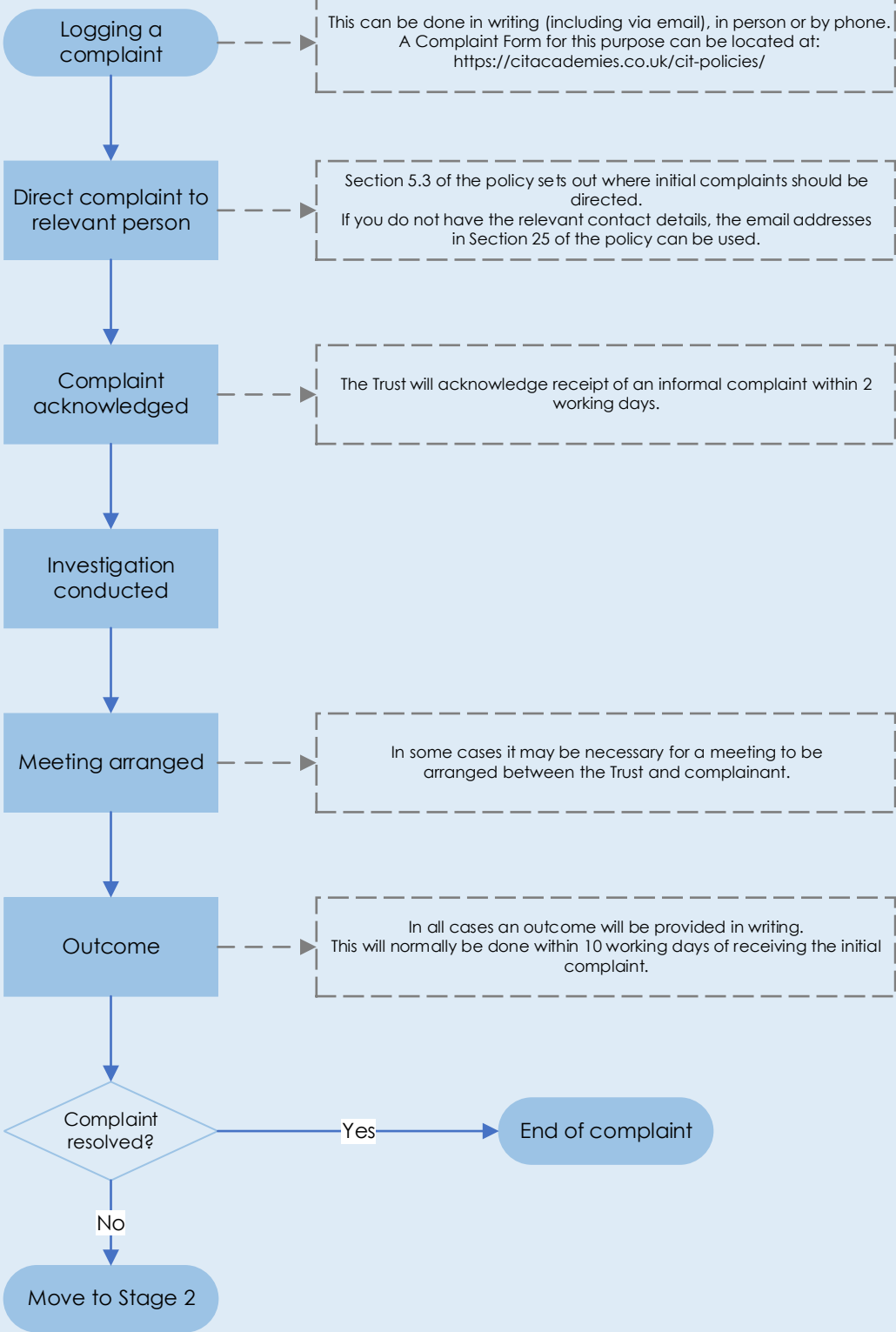


# School and Trust Complaints Procedure

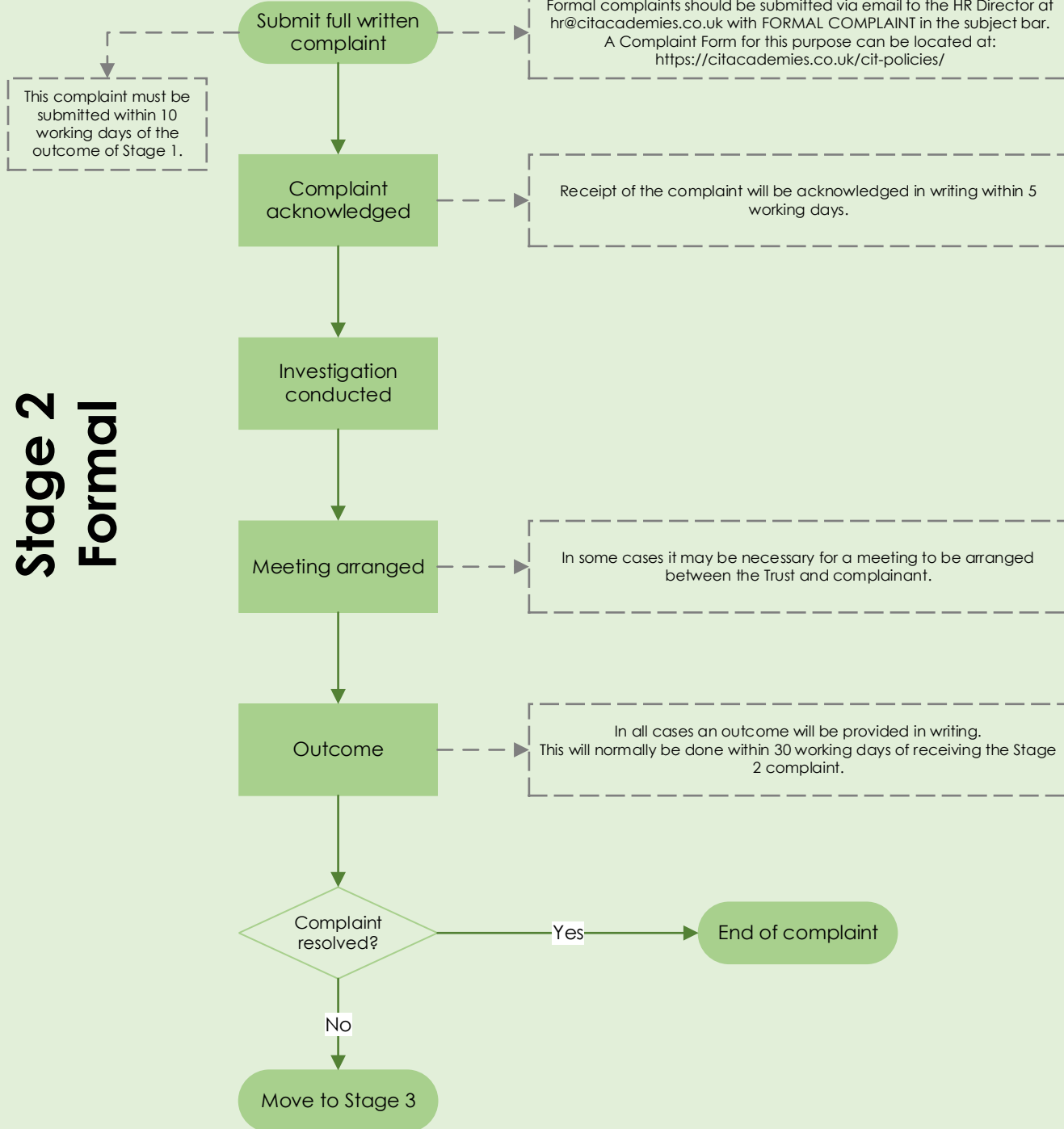


This document details the process to be followed by any individual, including parents and carers of children registered at a CIT school, who wish to make a complaint about any provision of facilities or services that we provide and should be read in conjunction with our Complaints Policy.

## Stage 1 Informal



## Stage 2 Formal



## Stage 3 Panel Meeting

