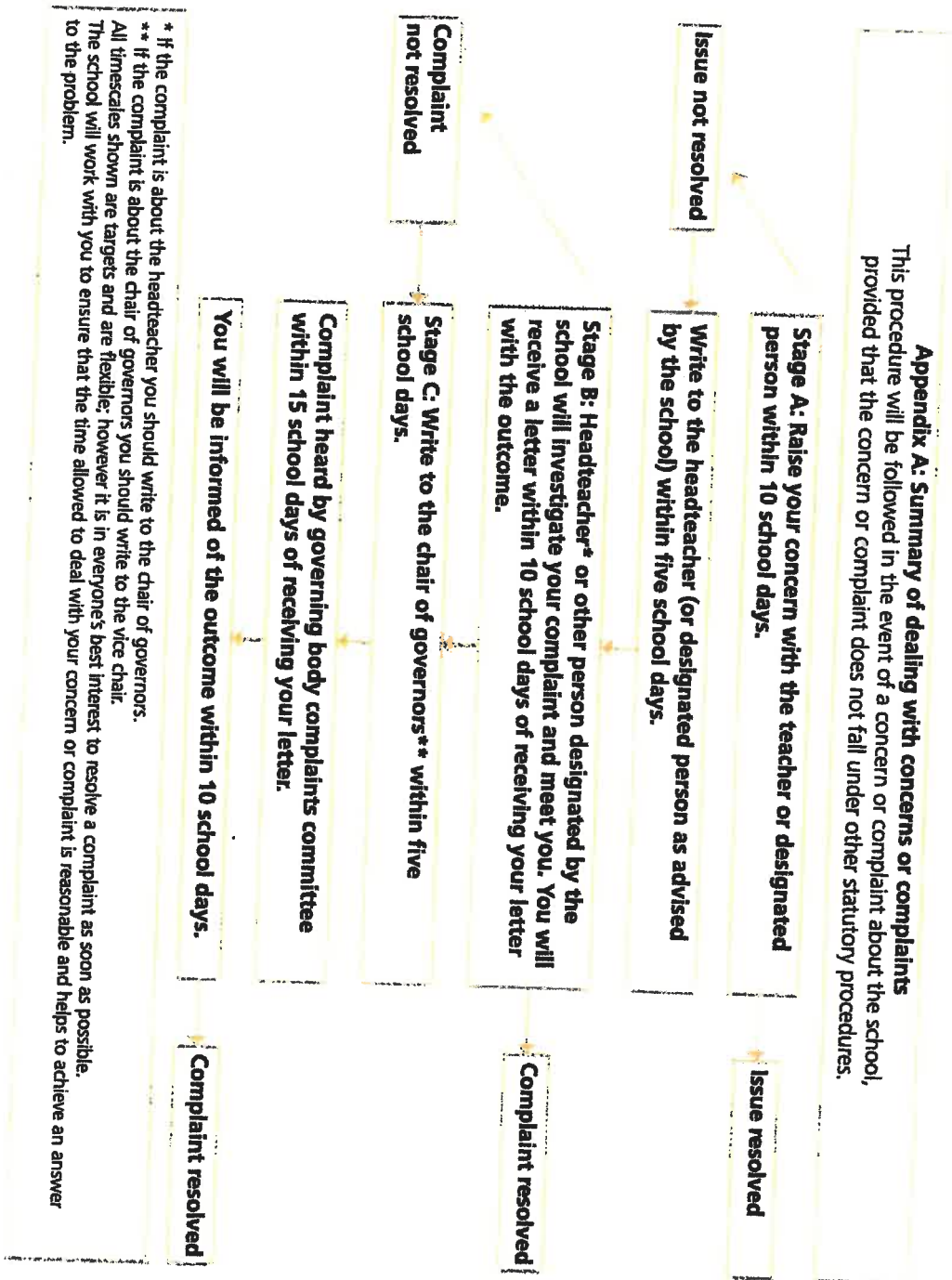


Appendix A: Summary of dealing with concerns or complaints



Complaints procedures
 for school governing
 bodies in Wales
 Guidance document no:
 011/2012
 Date of issue:
 October 2012