

Orbis Schools Wales: Complaints and concerns policy appendices.



Appendix 1: Complaints form

Orbis Education and Care					
Complaints Form					
Part 1: Details of Complaint					
Complainant's Name:					
Address:					
Telephone Number:					
Date of Complaint:					
By Letter		By Telephone		In Person	
Written Acknowledgement (Formal Only) Date:					
Name of young person: (If different to above)					
Part 2: Area(s) of complaint (please tick box)					
Education		Care Practice		Catering	
House Keeping		Maintenance		Building & Ground	
Other State					
Briefly describe the complaint:					
Date Notified to Complaints Officer (if applicable):					

This document relates to Article 23 (*Every child with a disability has the right to live a full and decent life with dignity and independence, and to play an active part in the community. Governments must do all they can to provide support to disabled children.*) of the UN Convention the Rights of the Child. *This organisation is committed to safeguarding and promoting the welfare of children and young people*

Orbis Education and Care, Vision Court, Caxton Place, Pentwyn, Cardiff CF238HA

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Date Notified to Responsible Individual (if applicable):					
Part 3: Action taken to Investigate the Complaint					
Investigation By:					
Briefly describe the investigation and outcome:					
How was the outcome of the investigation report back to the complainant?					
By Letter		By Telephone		In Person	
Report back made by:					
Signature of the complainant:					
Part 4: Corrective Action					
Is corrective action required:	Yes		No		
Briefly describe the corrective action required:					
Action taken by:					
Name:					
Signature:					
Position (Job Title)					
Date:					

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Comments:	
Date(s) Action Taken:	

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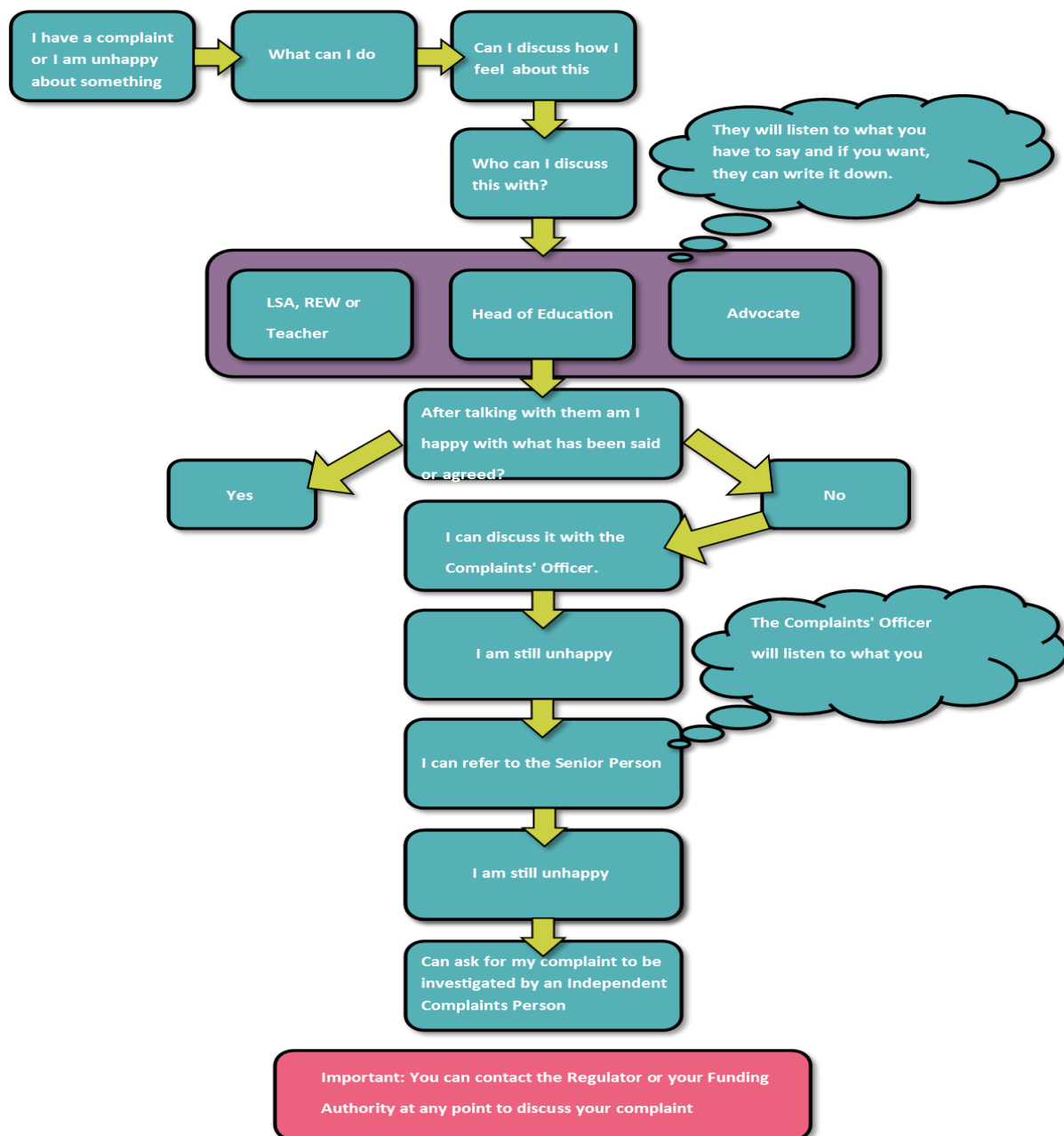
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Appendix 2: Complaints procedure

Complaints Procedure



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