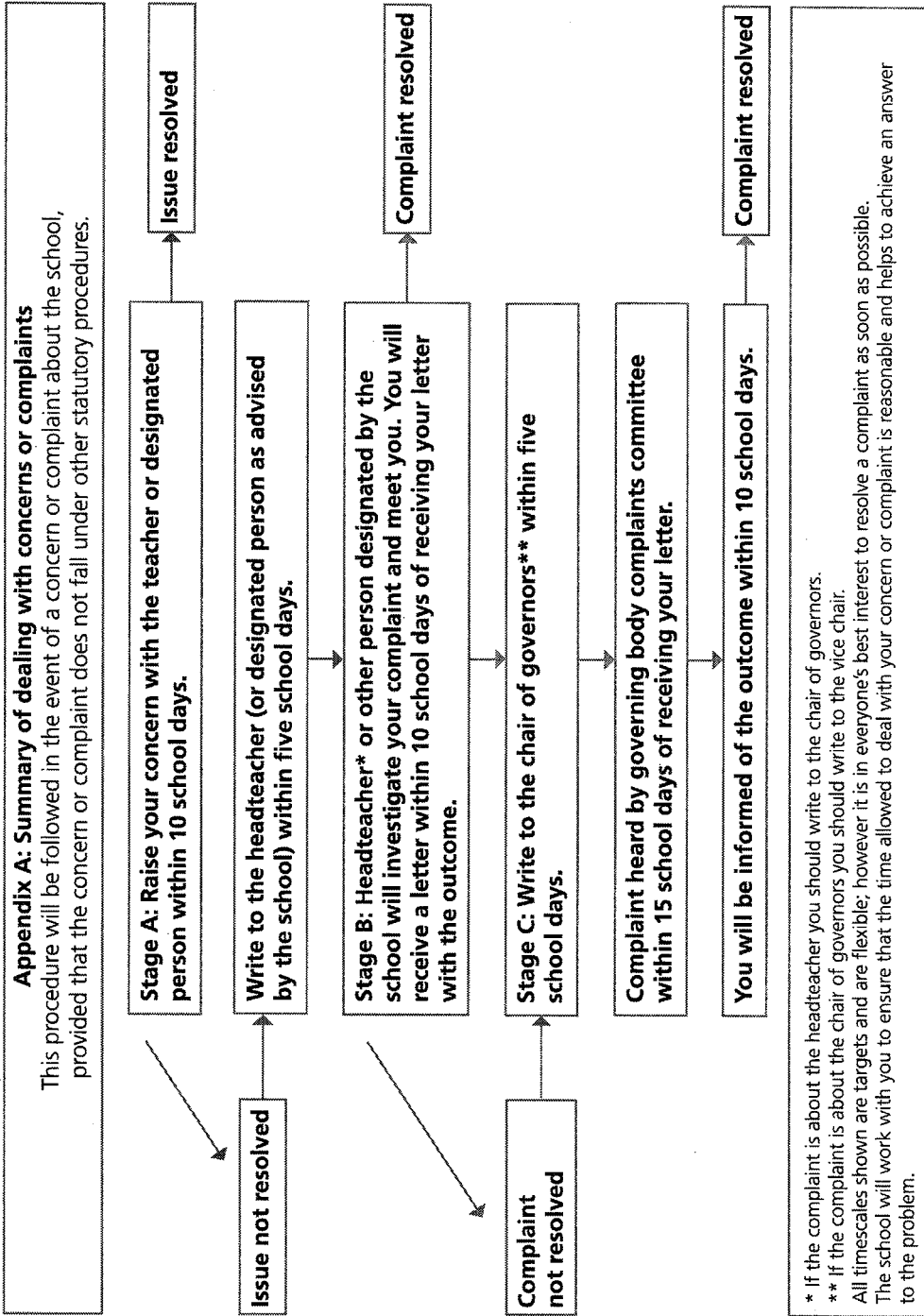


## Appendix A: Summary of dealing with concerns or complaints



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