Northgate Trust

Complaints Procedure

Policy document · Policies

This document sets out our approach, the standards we uphold, and who is responsible.

Scope: it applies to all staff, and to volunteers and contractors where relevant.

Responsibilities: named leads are accountable for implementation and for reviewing practice.

Monitoring and review: this document is reviewed regularly and updated as guidance changes.

Concerns should be raised through the routes described in the relevant section below.

FileDeck demo document — fictional sample content.

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