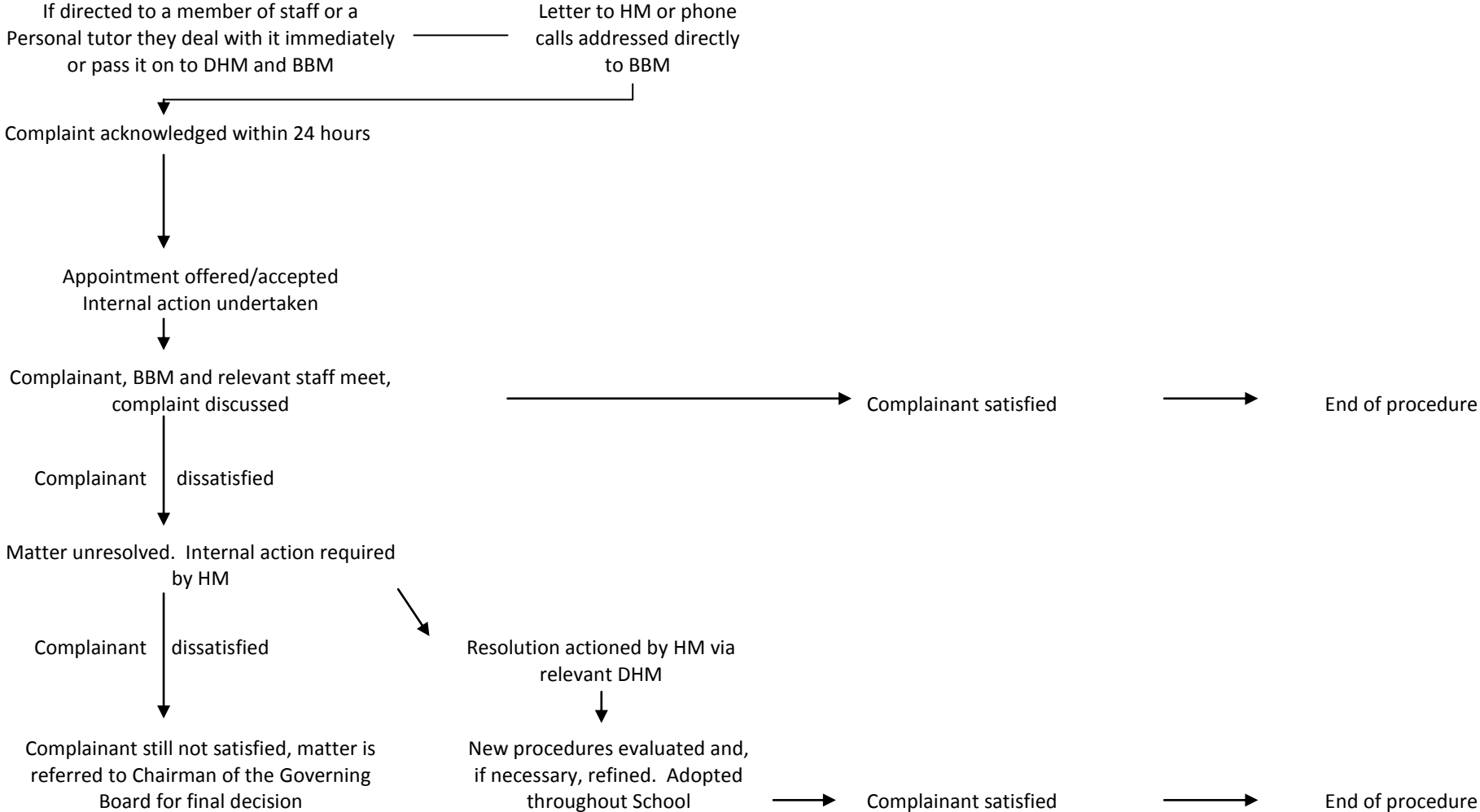


Thomas Telford School Complaints Procedure

Complaint received



Key HM = Headmaster
 BBM = Barbara Munger, Headmaster’s Professional Assistant
 DHM = Deputy Head/Manager
 SMT = Senior Management Team