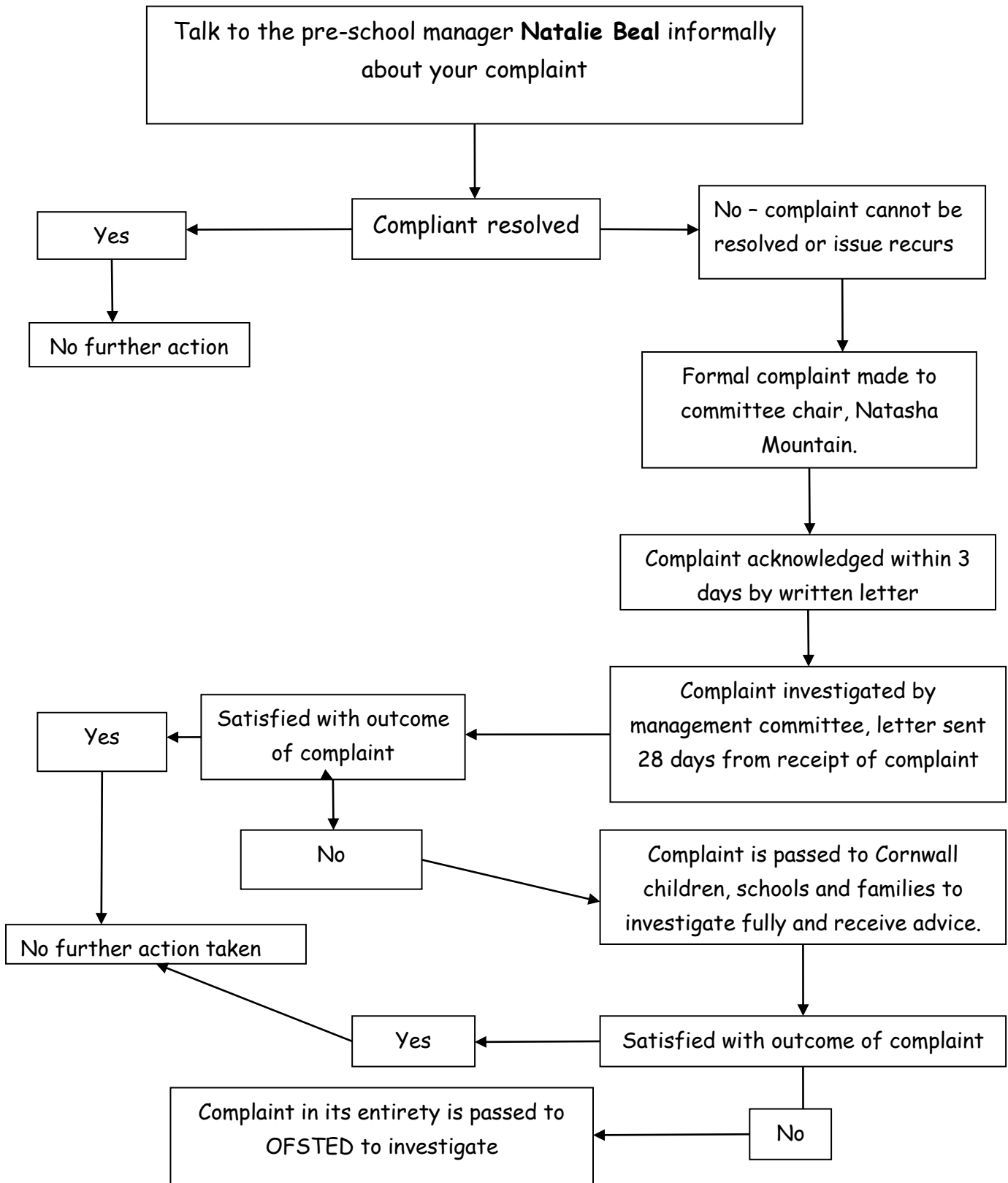


# Complaints procedure



Complaints should be investigated, responded to and recorded within 28 days of receipt of the complaint. Please note the complainant can, at any point, put in a complaint or request advice and information from the following:

Cornwall Council – children’s schools and families – 01872 326312/326314

OFSTED Complaints helpline – 08456 404040

Writing: OFSTED National Business Unit, royal exchange buildings, St Ann’s Square, Manchester M2 7LA.