STAGE 1

Complaint made to member of Staff or respective Line Manager

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Resolve through discussion with the Staff Member or Line Manager within 10 working days

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If not satisfied, proceed to **Stage 2: Formal Investigation**

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STAGE 2

Complaint Form submitted to the Chief Executive Officer

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Within 10 working days you will receive our response or be advised who will respond and when

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If not satisfied, proceed to **Stage 3: Charity Commission**

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STAGE 3

Please refer your complaint to the Charity Commission