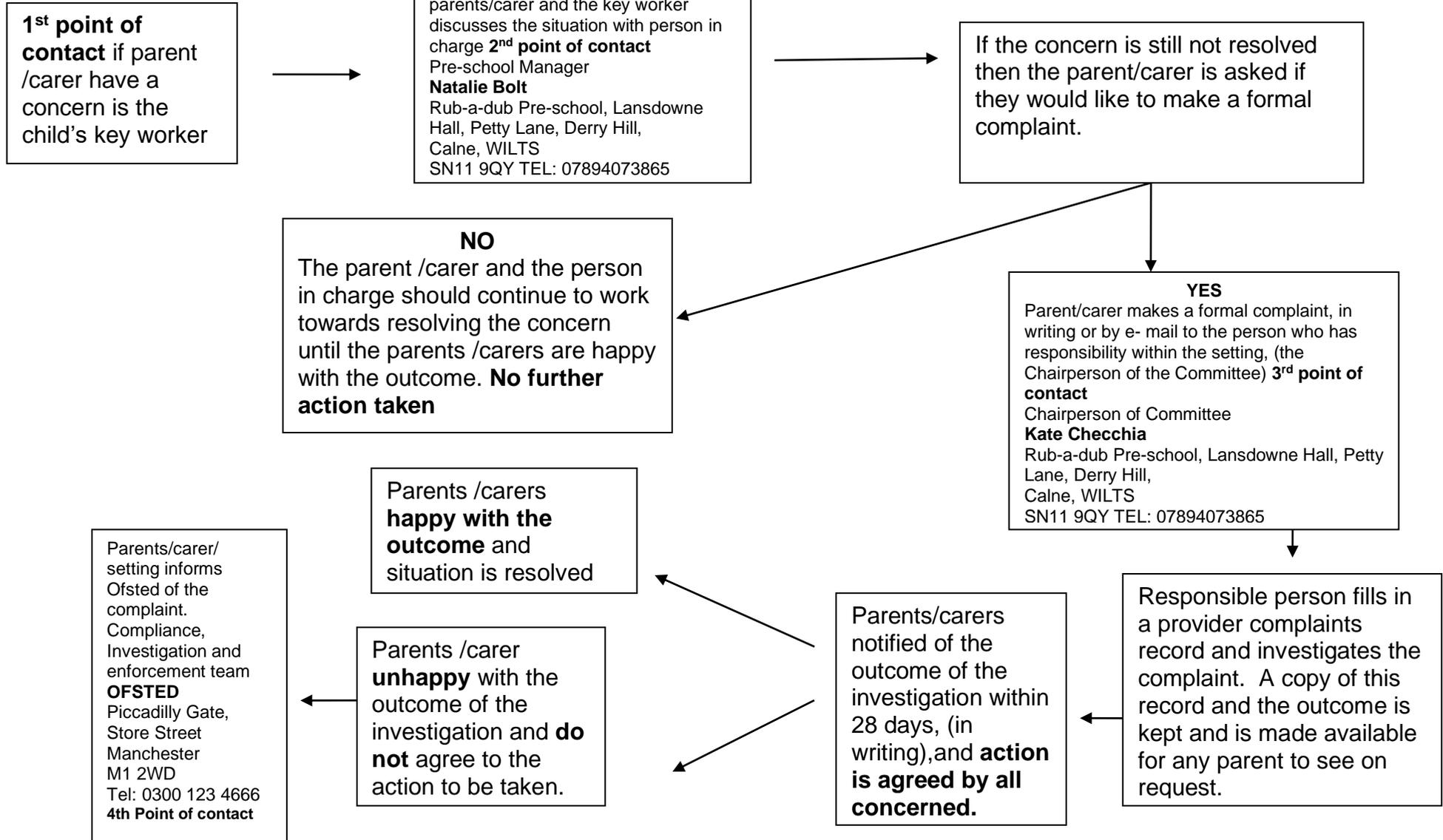




Complaint Flow Chart



Complaints related to a child having been harmed or where the behaviour of a member of staff indicates she/he is unsuitable to work with children will be reported straight away, via the duty social worker to one of the Wiltshire's Local Authority Designated Allegation Officers (LADO) and Ofsted.