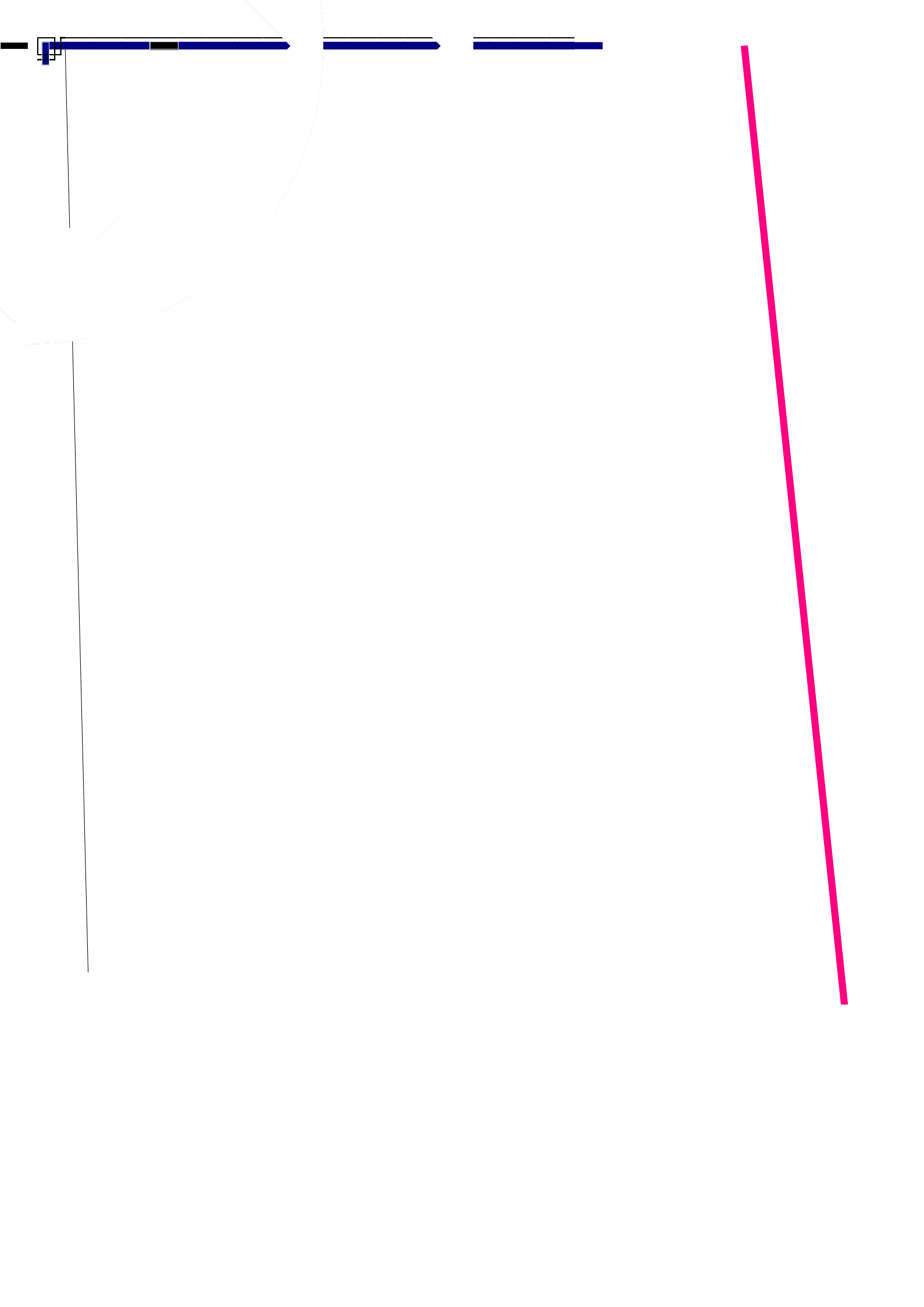
then it may close the complaint. This means that correspondence may not be responded to and the School/Trust reserve the right to consider any other options in order to ensure that pupils, staff and anyone else are treated properly and appropriately.

3.3 In exceptional circumstances, closure may occur before a complaint has reached Stage 4 of the procedures described in this document. The 6 hq T1 Tf 1 TQ 0.000008 frB 0 59.56 82.52 reW*nBT/F5 11.04 Tf1 0