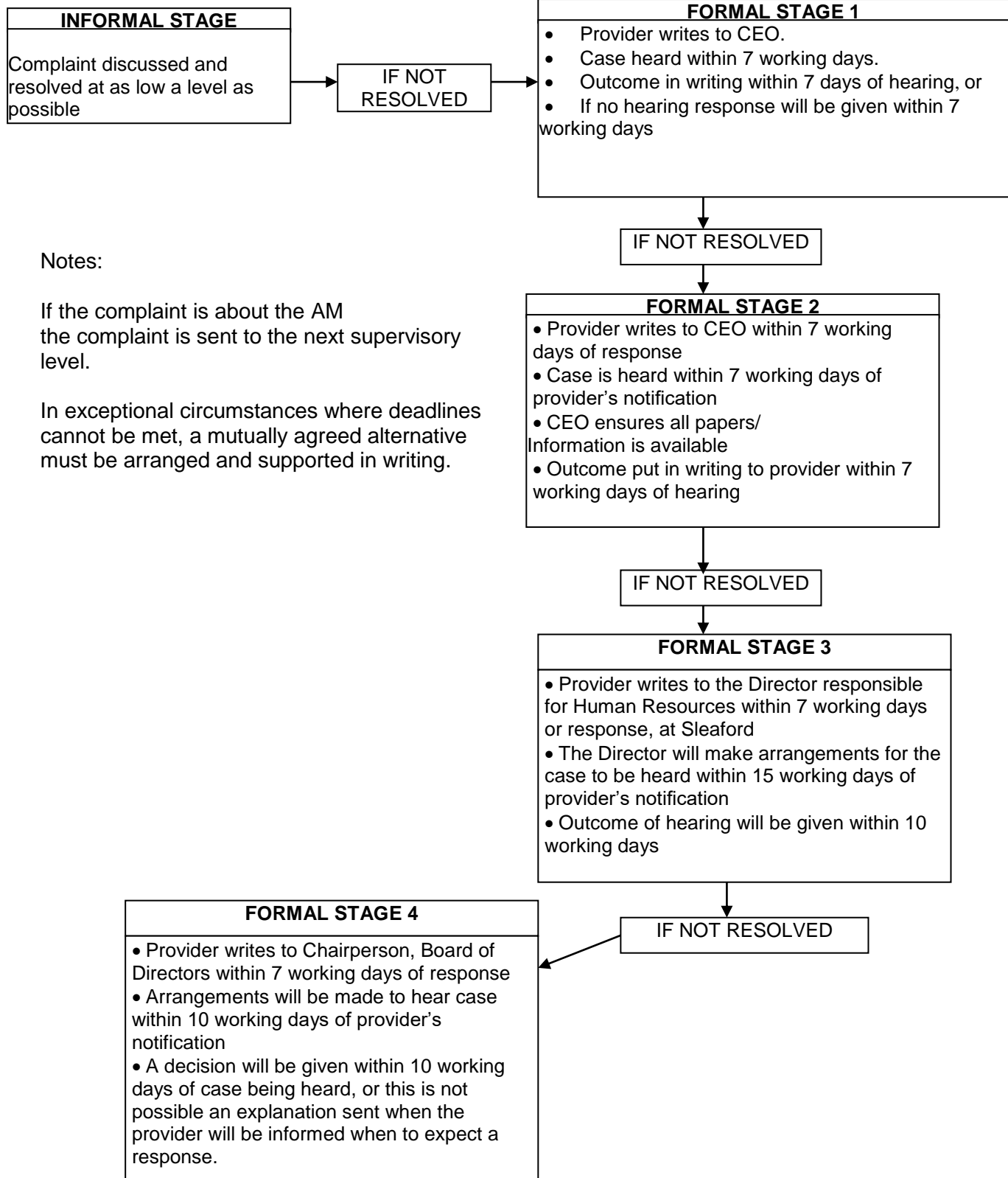


## ADULTS SUPPORTING ADULTS Provider Complaint Procedure Flowchart



### Notes:

If the complaint is about the AM the complaint is sent to the next supervisory level.

In exceptional circumstances where deadlines cannot be met, a mutually agreed alternative must be arranged and supported in writing.

## POLICY REVIEW RECORD

DATE	NAME OF REVIEWER	DATE OF NEXT REVIEW
May 2012	Administration team	May 2013
May 2013	Registered Manager	May 2014
June 2014	Registered Manager	June 2015
December 2015	Registered Manager	December 2016
December 2016	Registered Manager & CEO	December 2017
December 2017	Registered Manager & CEO	December 2018