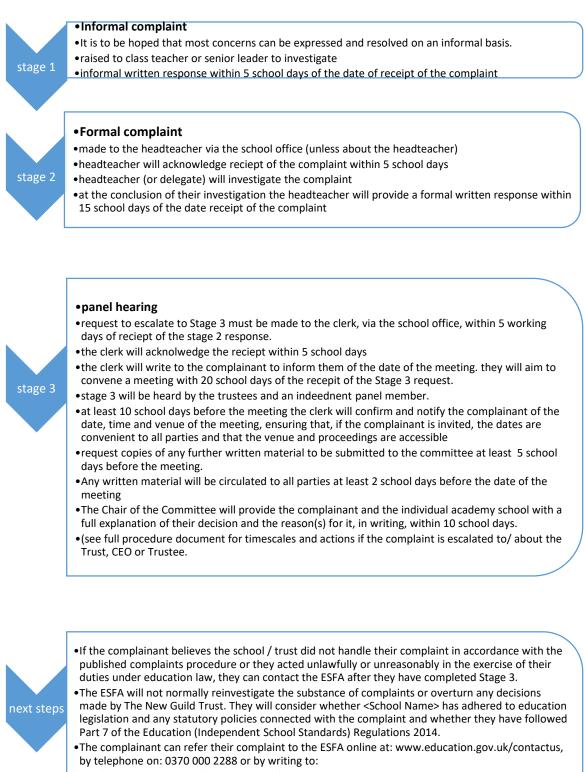
Appendix B – New Guild Trust – Flow chart summary of Complaints Procedure



- •Academy Complaints and Customer Insight Unit
- •Education and Skills Funding Agency Cheylesmore House
- •5 Quinton Road
- •Coventry
- •CV1 2WT