## Complaint form for Stage 1 and 2

Please complete the form below and return to

|  |  |  |
| --- | --- | --- |
| Complaint about | | Please send form to |
| School complaint | Headteacher |  |
| Headteacher | Chair of Local Governor |  |
| CEO | Chair of Trustee | Elaine Cooper |
| Local Governor | Chair of Local Governor |  |
| Trustee | Chair of Trustee | Ian Girdler |
| Trust Board | Clerk of Trustees | Nicky Dicken |

They will then acknowledge receipt and explain what action will be taken within **5 school days**.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Your name:** | | | | |
| **Child’s name (if relevant):** | | | | |
| **Your relationship to the child (if relevant):** | | | | |
| **Contact details:** | | | | |
| **Contact Address** | |  | | |
| **Contact Phone Number (day)** | |  | | |
| **Contact Phone Number (evening)** | |  | | |
| **Contact Email** | |  | | |
| **Please give details of your complaint (adding extra pages if necessary):** | | | | |
| **No.** | **Details of issue** | | **What action has been taken to resolve the matter and by whom?** | |
| **1** |  | |  | |
| **2** |  | |  | |
| **3** |  | |  | |
| **etc** |  | |  | |
| **What actions do you feel might resolve the problem at this stage?** | | | |
| **Are you attaching any paperwork? If so, please give details.** | | | |
| **Signature:**  **Date:** | | | |
| **Official use** | | | |
| **Date acknowledgement sent:** | | | |
| **By who:** | | | |
| **Complaint referred to:** | | | |
| **Action taken:** | | | |
| **Date:** | | | |

## Complaint form for Stage 3

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Your name:** | | | | |
| **Child’s name (if relevant):** | | | | |
| **Your relationship to the child (if relevant):** | | | | |
| **Contact details:** | | | | |
| **Contact Address** | |  | | |
| **Contact Phone Number (day)** | |  | | |
| **Contact Phone Number (evening)** | |  | | |
| **Contact Email** | |  | | |
| **Please give details of your complaint (adding extra pages if necessary):** | | | | |
| **No.** | **Details of issue** | | **Reasons why you feel your concerns have not been fully addressed, and any evidence that you feel has not been fully considered** | |
| **1** |  | |  | |
| **2** |  | |  | |
| **3** |  | |  | |
| **etc** |  | |  | |
| **What outcome are you seeking from the Stage 3 Complaint Review?** | | | |
| **Are you attaching any paperwork? If so, please give details.** | | | |
| **Signature:**  **Date:** | | | |
| **Official use** | | | |
| **Date acknowledgement sent:** | | | |
| **By who:** | | | |
| **Complaint referred to:** | | | |
| **Action taken:** | | | |
| **Date:** | | | |