|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **COMPLAINTS FORM** | | | | | | | |
| Title: Mr/Mrs/Ms/Dr/Other\* |  | | | Surname: | |  | |
| Forename(s) |  | | | | | | |
| Mobile: |  | | | Landline: | |  | |
| Address: |  | | | | | | |
| Postcode: |  | | | | | | |
| Pupil Full Name:  (If relevant) |  | | | | | | |
| Relationship to pupil:  (If relevant) |  | | | | | | |
| Details of the complaint and how you have been affected: | | | | | | | |
|  | | | | | | | |
| What action if any have you taken to resolve the complaint? | | | | | | | |
|  | | | | | | | |
| What actions do you feel may resolve the problem at this stage? | | | | | | | |
|  | | | | | | | |
| When we you first made aware of the problem? | | |  | | | | |
| If it is more than 3months since you became aware of the problem, Please indicate why you haven’t complained before? | | |  | | | | |
| Any documents attached with complaint? (Yes/No) |  | Please list attached documents? | | |  | | |
| Signature of Complainant |  | | | | | Date |  |

If making a complaint on behalf of someone else, complete the following:

|  |  |  |  |
| --- | --- | --- | --- |
| Signature |  | Date |  |
| Please state your relationship to the complainant and why you are making the claim on there behalf: |  | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **SCHOOL USE ONLY** | | | |
| Date received: |  | Received via (Hand/email/post |  |
| Acknowledgement Sent (Date) |  | Acknowledgement  Sent by: |  |
| Complaint Referred to |  | Complaint No on Log |  |

*Copies of this form are available on the school website and from the school office.*

*Paper copies of this form can also be sent out on request.*