# Appendix 2: Complaints Form

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| **Your name:** |
| **Pupil(s) name:** |
| **Your relationship to pupil(s):** |
| **Your address and postcode:** |
| **Your daytime telephone number:** |
| **Your evening telephone number:** |
| **Your email address:** |
| **Your complaint is:** (if you have more than one complaint, please number these) |
| What action have you already taken to try and resolve your complaint(s) in accordance with Stage 1 of the academy’s complaints procedure?  (Who did you speak to and what was the response?) |
| What would you like as an outcome from your complaint(s)? |
| Are you attaching any paperwork? If so, give details here: |

Your signature……………………………………………………… Date ……………………………………………………………………

All functions of the complaints procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Please complete and return to the school office in a sealed envelope addressed to the School Leader, Clerk of the local governing Committee or Head of Governance (as appropriate).

***Office use***

Date received …………………………………………………………

Date acknowledgement sent …………………………………………………………

Responsible member of staff …………………………………………………………

# Appendix 3: Summary of Complaints Procedure

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| **Stage 1:**  **Informal concerns** | Parent brings complaint to attention of member of staff |
| Issue to be resolved (guide: within 15 school days) |
| Where no satisfactory solution has been found, parent to be advised that they should proceed to Stage 2 |
|  |  |
| **Stage 2:**  **Formal Written Complaint** | Parent to put complaint in writing using Complaint Form within 15 school days |
| Complaint to be acknowledged within 5 school days |
| Meeting with parents within 10 school days (where appropriate) |
| Response to the complaint sent within 15 school days |
|  |  |
| **Stage 3:**  **Referral to Complaints Panel** | Parent to request hearing within 15 school days of receiving notice of the outcome of Stage 2 |
| Request to be acknowledged within 5 school days |
| Hearing to take place within 20 school days of receipt of request |
| Notification of date, time and place of the hearing and details of the Panel members present sent at least five school days before the hearing |
| School representative and parents to submit evidence in support of their case to Committee Clerk at least 3 school days before the hearing. |
| Complaints Panel decision sent not more than five school days after the hearing |