

Appendix 1: Formal Complaint Form for Stage 2 / 3

(Please include this form with your letter)

Academy:	
Your name:	
Your child's name:	
Your child's class:	
Your address including postcode:	
Phone no(s):	
Email address:	
Brief details of complaint (please state if this is at Stage 2 or 3) (this can be more detailed within your letter)	

Contained in your letter please:

- state which stage this complaint is at, i.e. stage 2 or 3.
- provide full details of your complaint, including relevant dates and persons concerned where possible in the box below.
- state what action, if any, you have already taken to try and resolve your complaint (who did you speak to and what was their response).
- state how you feel the problem could be resolved at this stage

Are you attaching any paperwork? If so, please provide details within your letter of what the extra documents are.

Signed:	
Date:	

Thank you for completing the form and providing us with details of your complaint.

For Stage 2 complaints - Please send in your completed form to the Headteacher, care of the Academy reception or via email. All paperwork will be held on file securely by the Academy.

For Stage 3 complaints – Please send in your completed form to the Director of Governance at Shaw Education Trust (Governance@shaw-education.org.uk). All paperwork will be held on file securely by the Shaw Education Trust.