# APPENDIX A: Formal Complaint Form (Stage Two)

We are sorry if you feel that your concerns have not been satisfactorily addressed by informal means within the school or the Trust. Please consider whether talking to another member of staff or governor might help to resolve the issue before taking this step of registering a formal complaint.

If you would still like to proceed with a formal complaint, please complete this form and return it with any further relevant documentation to the appropriate person specified in paragraph 1, 6 or 7 of the Stage Two section of this procedure.

|  |  |
| --- | --- |
| Your Name: |  |
| Student’s name (if applicable) |  |
| Your relationship to the student |  |
| Full postal address |  |
| Daytime telephone number |  |
| Evening telephone number |  |
| Email address |  |
| Please give full details of your complaint, using a separate page if necessary. Please be specific about dates, times etc. |  |
| What action, if any, have you already taken to try to resolve your complaint? Who did you contact and what was the response? |  |
| 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 whom:

Complaint referred to: