**Appendix B – Complaint form**

Please complete and return to <Name> (*either Headteacher for Stage 1, or Clerk for Stages 2 and 3*) who will acknowledge receipt and explain what action will be taken.

|  |  |  |
| --- | --- | --- |
| **Your name:** | | |
| **Pupil’s name (if relevant):** | | |
| **Your relationship to the pupil (if relevant):** | | |
| **Contact details:** | | |
| **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:** |