

**Complaints Policy – Formal Complaint Form**

Please complete and return to:

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| **Stage 1 🡒** Academy Head Teacher | **Stage 2 🡒** Governance Professional | **Stage 3 🡒** Governance Professional |

*Please see Appendix B of the policy for contact details.*

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| **Your name:** |  |
| **Pupil’s name:***(if relevant)* |  |
| **Your relationship to the pupil:***(if relevant)* |  |
| **Contact details** | Telephone: |  |
| Email: |  |
| Address: |  |
| **Please give full details of your complaint** *(adding extra pages if necessary)***:** |
| Details of issue *(including relevant dates and person involved)* |
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| **What action, if any, have you already taken to try and resolve your complaint?** |
| *(for example, who did you speak to and what was the response)?* |
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| **What actions do you feel might resolve the problem at this stage?** |
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| **Are you attaching any paperwork? If so, please give details:** |
|  |
| **Signature:** |  | **Date:** |  |