

**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)* | | |
|  | | |
| **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?** | | | |
|  | | | |
| **Are you attaching any paperwork? If so, please give details:** | | | |
|  | | | |
| **Signature:** |  | **Date:** |  |