



Complaint Form

Any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution.

The school recognises that a willingness to listen to concerns or criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate the problem.

It is however very important that you seek to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff at school.

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Headteacher or Chair of Governors.

Your Name:

Child's Name:

Class/Group:

Your Address:

Contact Details:

(mobile) (home)(work).....

Details of Complaint:

(Please be as specific as possible, e.g. giving dates, who was involved and where etc)

Please attach a continuation sheet/additional information if you wish

When did you report the problem to the school?

To whom at the school did you report the problem?

What was the response?

Have you complained to the school about this before?
Yes/No *(delete as appropriate)

If so, to whom, and when?

What would you like to see done to resolve your complaint and bring the matter to an acceptable closure for yourself and the school?

Signed Date

(Parent/Guardian

FOR OFFICE USE ONLY

Date form sent to parent/carer:	Date form received:
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Parent/Carer's Name

Address

Child's Name and DOB:	Relationship to Child:
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Tel. No.	Informal Complaint:	Formal Complaint:
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Nature of Complaint

Informal Action List action taken to resolve informal complaint:

Outcome of Informal Complaint:

Formal complaint forwarded to Headteacher/Chair of governors for action:
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Any other Comments:

Formal Complaint forwarded to Governing Body for action:
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