**APPENDIX 1**

**COMPLAINT FORM**

Please complete and return to the Headteacher / Chair of Governors / School-Based Clerk to the Governing Board – as appropriate, marked as Private and Confidential. You will receive an acknowledgement for your complaint and an outline of the action to be taken.

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| --- | --- |
| **Your name:** |  |
| **Pupil’s name (if relevant):** |  |
| **Your relationship to the pupil (if relevant):**  **NB: If you are a third party acting on behalf on a complainant please ensure you have provided the appropriate consent.** |  |
| **Address:** |  |
| **Email address:** |  |
| **Day time telephone number:** |  |
| **Evening telephone number:** |  |

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| **Summary of the facts of the complaint**  **in chronological order including whether you have spoken to anyone in school about it** | **Dates, times of incidents** | **Witnesses** | **Evidence / paperwork** |
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| **Outline here how you have attempted to resolve your concerns informally and the reason this was not a satisfactory solution for you.** | |
| **Date/s dealt with informally:** |  |
| **Name of the person you raised your concern with informally:** |  |

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| **What actions / resolution / outcome you would like to resolve your complaint.** |

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| --- | --- | --- | --- |
| **Signature:** |  | **Date:** |  |

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| --- | --- | --- | --- |
| **Official use** | | | |
| **Date received:** |  | **By who:** |  |
| **Referred to:** |  | **Date referred:** |  |

**NB: additional lines/spaces can be inserted into this form as required. All sections require completion.**

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| If you are raising this complaint as a third party, acting on behalf of the complainant, consent is required by the complainant. They should complete the following section to confirm this.  I, [PRINT NAME] give consent to  [PRINT NAME] to raise this complaint on my behalf.  I am aware that this will mean you discussing my complaint and any relevant personal information with them. | | | |
| **Signature:** |  | **Date:** |  |