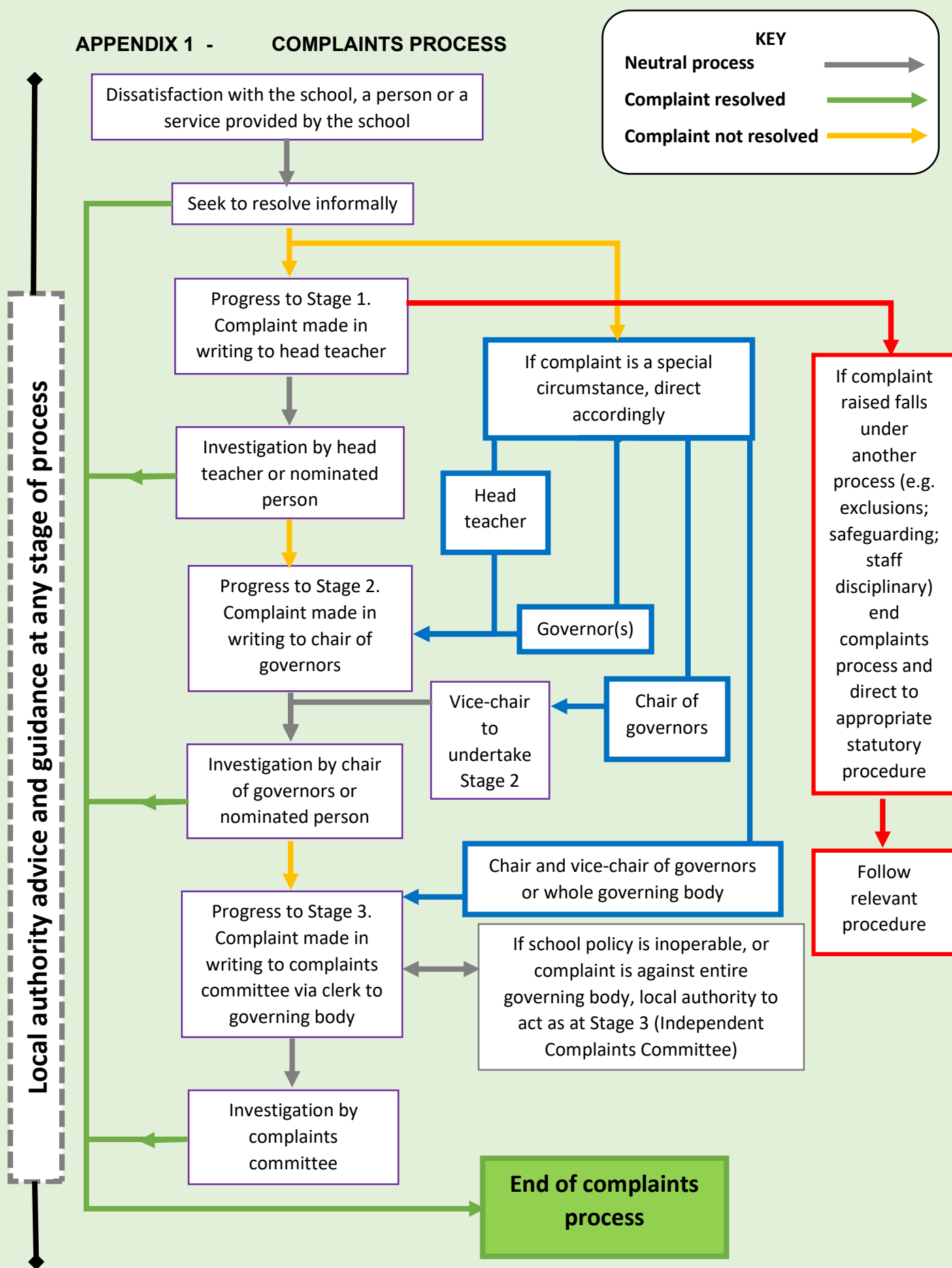


## APPENDIX 1 - COMPLAINTS PROCESS



Dissatisfaction with the process (a process issue) – refer to local authority (NB local authority will not consider the complaint/the findings – will only consider the process followed)

## **APPENDIX 2 - COMPLAINTS FORM**

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

### **Section A - Your details**

Title: Mr/Mrs/Ms/Other	
Full Name	
Address and postcode	
Telephone number(s)	
Email address	
Preferred method of contact	

### **Section B - If you are making a complaint on behalf of someone else**

Their name in full	
Address and postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

### **Section C - About your complaint** (attach additional sheets or documents as necessary)

Who your complaint is against (name and role)	
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What do you think they did wrong or did not do?	
Describe how you have been affected.	
When did you first become aware of the problem?	
If the date above is more than three months ago, please give the reason why you have not complained before.	
What do you think should be done to put matters right?	
Have you already tried to resolve the issue informally?	
Any other information that is relevant:	

**Signature of complainant:**

**Date:**

**If you are making a complaint on behalf of someone else:**

**Their signature:**

**Date:**

Please send this form and any documents to the head teacher, chair of governors or clerk to governing body as appropriate (see Appendix 1) via the school address.