

CONCERNS/COMPLAINTS FORM

When we receive a complaint, we aim to acknowledge its receipt within 3 working days and send a full or interim response within 15 working days.

Name of parent/carer
Pupils name
Address: Postcode
Telephone (day)
Telephone (evening)
What is your concern and how has it affected you?
Are you attaching any paperwork? If so, please list this below

Have you discussed this matter with a member of staff before filling in this form? If so, whom did you speak to and what was the response?

What would you like to happen as a result of making this complaint?

Signature

Date

Official use only

Initial response and
acknowledgement

By Whom

Date

Complaints reference number:

Action taken

Date

Data Protection Act 1998 – *We will only process your personal data to respond to your complaint. In general, this data will be used for administrative and statistical purposes only.*