



St Paul's Church of England Primary School

Leamington Spa

COMPLAINTS FORM

Before you make a formal complaint and to help ensure that you have completed the informal procedure, it is recommended that you ask the following questions:

- Have I communicated my concern or worry to the Class Teacher, Head of Year, Deputy Headteacher?
- Have I followed the guidance provided to me?
- Have I allowed a sufficient period of time for actions and improvements to be implemented?
- Am I dissatisfied with the action taken, or the way I have been treated?
- Is my concern unresolved?

If you answer yes to these questions, then you may wish to make a formal complaint.

Please complete and return to the Headteacher, Mr Bown, who will acknowledge receipt and explain what action will be taken.

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Day time telephone number:

Evening telephone number:

Email address:

Key points of your complaint – Please summarise the key issues for you

Timeline – please *summarise* the sequence of events – in date / time order

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Your desired outcome(s) – What are you hoping to achieve? What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? <i>Please give clear references and indications of documents, records, policies, and any other documents that will help us to understand your point of view and your complaint</i>

Signature:
Date:

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Official use

Date acknowledgement sent:

By whom:

Complaint referred to:

<i>Date:</i>