

Formal Complaints Form

PLEASE CONTACT US FOR ASSISTANCE IF YOU WISH
TO RECEIVE THIS FORM IN A DIFFERENT FORMAT

**WE SUGGEST YOU READ THE NOTES FOR GUIDANCE BEFORE YOU
COMPLETE THIS FORM-**Please do not use this form for an informal concern call the
school and ask to speak to a member of staff.

YOUR DETAILS

FIRST NAME(S)		TITLE
FAMILY NAME		
DATE FORM FILLED IN		
PROGRAMME OF STUDY		
YEAR/KEY STAGE		
SCHOOL		
ADDRESS FOR CORRESPONDENCE (INCLUDE POSTCODE)		
DAYTIME PHONE		FAX
EMAIL ADDRESS		

YOUR COMPLAINT

PLEASE SET OUT BELOW THE KEY POINTS OF YOUR COMPLAINT

N.B. your complaint must be summarised here even if you attach other documents

What documented evidence do you have to support your complaint? Please give details

Who did you approach to resolve your complaint informally? What action if any taken to remedy your complaint?

Name

Action Taken

Approximate Date

What prevented the complaint being resolved informally?

Who else have you discussed this complaint with?

Name

Dept/Admin Office/School

Approximate Date

How do you propose that your complaint could be resolved to your satisfaction?

DECLARATION

I declare that the information given in this Formal Complaints Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I also agree (in accordance with the Data Protection Act) to this form being held confidentially on file by FreshSteps.

Signed.....

Date.....

Completed forms should be handed in or posted to the **Complaints Investigating officer of FRESHSTEPS** where your form will be logged and a receipt issued. **Please ensure you keep a copy for your own records.**