

St George's Primary School Complaint Form



**St George's
Primary School**

Please note that this complaint form can be recorded at any stage on this form but will be a requirement at stage two of this procedure.

Please complete and return to school office, wither for the attention of the head teacher or clerk of governors (as appropriate in line with the school's complaints policy).

School will acknowledge receipt and explain what action will be taken next, possibly including arrangements for an investigation.

If your complaint has a number of sections or aspects, please complete a separate form for each aspect. If there is insufficient space in any section of the form, please use numbered separate sheets of paper.

Form can be downloaded from school's website.

School can provide assistance with completing this form if required.

| | | | |
|--|--|------------------------|--|
| Your name: | | Address: | |
| Pupil's name (if relevant): | | | |
| Your relationship to the pupil (if relevant): | | | |
| Contact Telephone number(s) | | E-mail address: | |
| Your signature: | | Date: | |

Section 1: Details of your complaint

Q1. Is your complaint related to any specific school policy/practice?

Q2. Is your complaint related to any specific staff?

Please provide details of your complaint below:

Q3: What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?

Q4: What actions do you feel might resolve the problem at this stage?

Q5: Are you attaching any paperwork? If so, please give details.

School Official Use and Chronology Section:



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| | | | |
|---|-----|----|--|
| Date Complaint Received | | | |
| By Whom: | | | |
| Date acknowledgement sent: | | | |
| Assigned Complaint Manager: | | | |
| <p align="center"><u>Stage One Notes</u> Was the complaint resolved at this stage?</p> | | | |
| <table border="1"> <tr> <td align="center">Yes</td> <td align="center">No</td> </tr> </table> | Yes | No | |
| Yes | No | | |
| <p align="center"><u>Stage Two Notes</u> Was the complaint resolved at this stage?</p> | | | |
| <table border="1"> <tr> <td align="center">Yes</td> <td align="center">No</td> </tr> </table> | Yes | No | |
| Yes | No | | |
| <p align="center"><u>Stage Three Notes</u> Was the complaint resolved at this stage?</p> | | | |
| <table border="1"> <tr> <td align="center">Yes</td> <td align="center">No</td> </tr> </table> | Yes | No | |
| Yes | No | | |
| Complaint form filed after completion by: | | | |
| Date: | | | |