**Appendix 1** of Complaints Policy (Word Version)

**Complaint Form**

Please complete this form and return it to the Chair of the Governing Body and the Executive Head teacher (or Chair to the Governing Body only if about the Head Teacher or a Governor), who will acknowledge its receipt and inform you of the next stage in the procedure.

**Your name**

**Your address**

**Daytime telephone number**

**Evening telephone number**

**Email address**

**Relationship to school (e.g. parent of a child on the school’s roll**

**Child’s (or children’s) name (if relevant to your complaint)**

**Please give concise, clear details of your complaint (including dates, names of witnesses etc) to allow the matter to be fully investigated. You may continue on separate paper or attached additional documents if you wish.**

**Number of additional pages attached:**

**What action, if any, have you already taken to try to resolve your complaint (i.e. who have you spoken to or written to and what was the outcome?**

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

**Signature:**

**Date this form was submitted:**

**SCHOOL USE ONLY:**

**Received by: Date:**

**Acknowledgement sent by: Date:**

**Complaint referred to:**

**Name Date:**

**Name Date:**

**Name Date:**

**Appendix 2**

**Complaints Review Request Form**

Please complete this form and return it to the Clerk to the Governing Body, email [clerk@smwf.org](mailto:clerk@smwf.org) who will acknowledge its receipt and inform you of the next stage in the procedure.

**Your name**

**Your address**

**Daytime telephone number**

**Evening telephone number**

**Email address**

**Dear sir/madam, I submitted a formal complaint to the school on Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ My complaint was submitted to Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I received a response from Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ I have attached copies of my formal complaint and of the responses from the school.**

**I am dissatisfied with the way in which the procedure was carried out because:**

**You may continue on separate paper, or attach additional documents, if you wish.**

**Number of additional pages attached**

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

**Signature**

**Date**

**SCHOOL USE ONLY:**

**Received by: Date:**

**Acknowledgement sent by: Date:**

**Complaint referred to:**

**Name Date:**

**Name Date:**

**Name Date:**