

Appendix A Formal Complaint Form: Stage 1

Once completed, please send this form to the Headteacher who will arrange for your complaint to be investigated

<i>Your Name:</i>	
<i>Address:</i>	<i>Tel:</i>
<i>Student Name:</i>	

Details of Complaint

Please include full details, including dates, times and names of those involved, including whether you have spoken to anybody at the Academy about it.

What do you feel might resolve the complaint at this stage?

Please continue on a separate sheet if necessary.

Signed _____ **Date** _____

For office use

Date Received by Headteacher _____ **Date of Response to Complainant** _____

Appendix B Formal Complaint Form: Stage 3

Once completed, please send this form to the Chair of Governors or the Clerk to the Governors via the school office or on email who will make the necessary arrangements.

Your Name:

Email:

Address:

Tel:

Student Name:

Date original complaint was submitted in writing:

Grounds on which you wish to appeal:

The procedure – the grounds of appeal should detail how procedural irregularities prejudiced the decision.	
The facts – the grounds of appeal should detail how the facts do not support the decision or were misinterpreted or disregarded. They should also detail any new evidence to be considered.	
The proposed action – the grounds of the appeal should detail how the proposed action is inappropriate given the circumstances of the case.	

Please provide details as to why you are dissatisfied with the response to the above complaint and would like an Appeal Hearing.

What do you feel might resolve the complaint at this stage?

Please continue on a separate sheet if necessary.

Signed _____ Date _____

For office use

Date received by Chair of Governors/Clerk _____ Date of response _____