Appendix 2

**Formal Complaint Form**

|  |  |  |  |  |  |
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| **Name:** |  | | | | |
| Address: |  | | | | |  |
| **Postcode:** |  | | | | |  |
| **Email address:** |  | | | | |  |
| **Telephone No:** | Day: |  | | | |  |
|  | **Evening:** |  | | | |  |
|  | **Mobile:** |  | | | |  |
| **What is the nature of your complaint? (Please use additional sheets if needed)** | | | | | |
|  | | | | | |
| **Have you raised your issue(s) with your child’s Class Teacher at the informal stage? If so, when did you do this?** | | | | **Yes (inc. date)** | **No** |  |
| **Have you complained to the Headteacher at Stage 1?** | | | | **Yes (inc. date)** | **No** |  |
| **What happened when you complained to the Headteacher?** | | | | | |  |
|  | | | | | |
| **What are your desired outcomes?** | | | | | |
|  | | | | | |
| **Signed:** | | |  | | |
| **Date:** | | |  | | |

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Please return your completed complaint form to the School Office either by email at [admin@edwinstree.herts.sch.uk](mailto:admin@edwinstree.herts.sch.uk) or in hard copy format and it will be passed to the Headteacher or Chair of Governors, depending on what stage the complaint is at and what it is regarding.