# Appendix A - Model Complaint Form

**SCHOOL COMPLAINTS**: Please complete and return to the school office in a sealed envelope marked as follows:

* + 1. For complaints about anyone/thing other than the Headteacher: “**Private and confidential –for the attention of the Headteacher**”
    2. For complaints about the Headteacher: “**Private and confidential – for the attention of the Chair of the local governance group**”

**TRUST COMPLAINTS (E.G. AGAINST THE CEO):** Please email your complaint to the Trust Governance Professional, including the word “complaint” in the subject line of your email.

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| **Your name:** |
| **Pupil’s name (if relevant):** |
| **Your relationship to the pupil (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone: Evening telephone: Email address:** |
| **Please give details of your complaint, including whether you have spoken to anybody at the school/Trust about it.** |
| **What actions do you feel might resolve the problem at this stage?**    **Are you attaching any paperwork? If so, please give details.**  **Signature:**  **Date:**  **THIS SECTION TO COMPLETED BY SCHOOL /TRUST:**  **Official use/ Reference:**  **Date acknowledgement sent:**  **By whom:**  **Complaint referred to:**  **Action taken:** |