

APPENDIX 1 PARENT FORMAL COMPLAINT FORM

Before completing this form, please make sure you have already raised your concern informally with the relevant member of staff and allowed the school a reasonable opportunity to respond.

This form should only be used where you remain dissatisfied after Stage 1 of the complaints process

Please return the completed form to our Governance Professional, who is our complaints coordinator, by email clerktogovernors@slat.org.uk. The school will acknowledge receipt and confirm who will be dealing with your complaint and what will happen next. Please include as much detail as possible so that the matter can be looked into properly.

This form is for formal complaints. Some matters may need to be dealt with through a different process, for example safeguarding concerns, admissions, exclusions, staff grievance or disciplinary matters, or issues where another statutory process applies. If this is the case, the school will let you know the correct route to follow.

We ask all parents and carers to communicate with staff respectfully. The school will not tolerate abusive, threatening or discriminatory language or behaviour. Where communication becomes unreasonable or persistent, the school may manage contact in line with its policy on unreasonable or persistent complaints.

Your Name:	Student's Name:
Your Relationship to Student:	Do you have parental responsibility? Yes/No
Student's Year/Form:	Preferred method of contact: Email/ telephone / letter
Address & Postcode:	Daytime Telephone Number:
Email address:	
Stage 1 details:	
Full details of your complaint: Please be as specific as possible. Include dates, times, names of staff involved, what happened, and how this affected your child. General concerns without enough detail may be difficult for the school to investigate properly.	

What action, if any, have you already taken to try and resolve your complaint? Please include who you contacted, when you contacted them, and what response you received.	
What outcome are you seeking? Please explain what you would consider to be a reasonable resolution at this stage.	
Evidence provided: Please list any evidence you are providing, such as emails, letters, screenshots, notes of meetings, or relevant dates:	
Declaration: I confirm that the information provided in this form is accurate to the best of my knowledge. I understand that the school may need to share relevant details with staff involved in order to investigate the complaint properly.	
Signature	Date:
For official Use:	
Date received:	Date acknowledgement sent:
Name of person complaint referred to:	Stage of complaint:
Signature:	Date: