



LATCHMERE
ACADEMY TRUST

RESPONDING TO CONCERNS POLICY (COMPLAINTS PROCEDURE) – September 2019

Approved by: LAT Trustees

Date: 30.9.19

**Last reviewed
on:** 30.9.19

Statement of Principle

Across the Latchmere Academy Trust we endeavour to provide the best education possible for all pupils in an open and transparent environment. We welcome any feedback that we receive from parents, carers, pupils and third parties, and we accept that not all of this will be positive. Where concerns are raised the school intends for these to be dealt with:

- Fairly
- Openly
- Promptly
- Without Prejudice

Aims of this policy

- To enable concerns to be expressed and resolved as easily and fairly as possible;
- To treat a complaint as a clear expression of dissatisfaction with our service which calls for a response;
- To try to resolve issues before they escalate to a formal concern
- To provide a framework to deal with concerns in appropriate timelines, constructively and professionally;
- To enable us to learn from concerns and to use them to improve our service.

Raising concerns quickly with the right person to get the fastest resolution

Most concerns can be dealt with without escalation to the Complaints Procedure. Where parents and carers have a concern about any aspect of the school or their child's education or wellbeing, we ask that they follow the steps outlined below:

1. Raise any initial concerns with the classroom teacher via telephone, email or in person. They may be able to address your concerns straight away or arrange a meeting with you to discuss the issue.
2. If you feel your concern is not appropriately addressed by the classroom teacher, then please contact the relevant Line Manager who will work with you and the classroom teacher to resolve any outstanding concerns.
3. As a final informal step, if you remain dissatisfied with the outcomes of discussions then please contact the head teacher for a face-to-face meeting

We take all concerns seriously and seek to address them as quickly as possible. If staff have not been able to resolve the issue informally then complainants may wish to raise a formal complaint.

In addition, the head teacher may also transfer an ongoing concern to a complaint, using the complaints procedure, where they feel all steps have been taken to resolve an issue, but the parents or carers remain dissatisfied. A complaint of this type would start at Stage 2 of the procedure, outlined under the section 'Complaints Procedure'

All concerns will be dealt with confidentially, although staff members may need to take notes if they feel that the matter may need to be taken further or it may arise again in the future. Any such notes will be kept in accordance with the principles of the Data Protection Act 2018. However, such notes would be able to be used as evidence if further investigation was required, or if the concern became a formal complaint.

Complaints about the Academy Trust

Complaints about operational aspects of the Academy Trust and/or non-school based LAT staff will be managed using the same three step process below. Complaints of this type should be addressed to the Executive Head Teacher, unless the complaint is about the Executive Head Teacher in which

case complaints should be addressed to the Chair of the Trust Board via the Clerk to the Trustees (Appendix A).

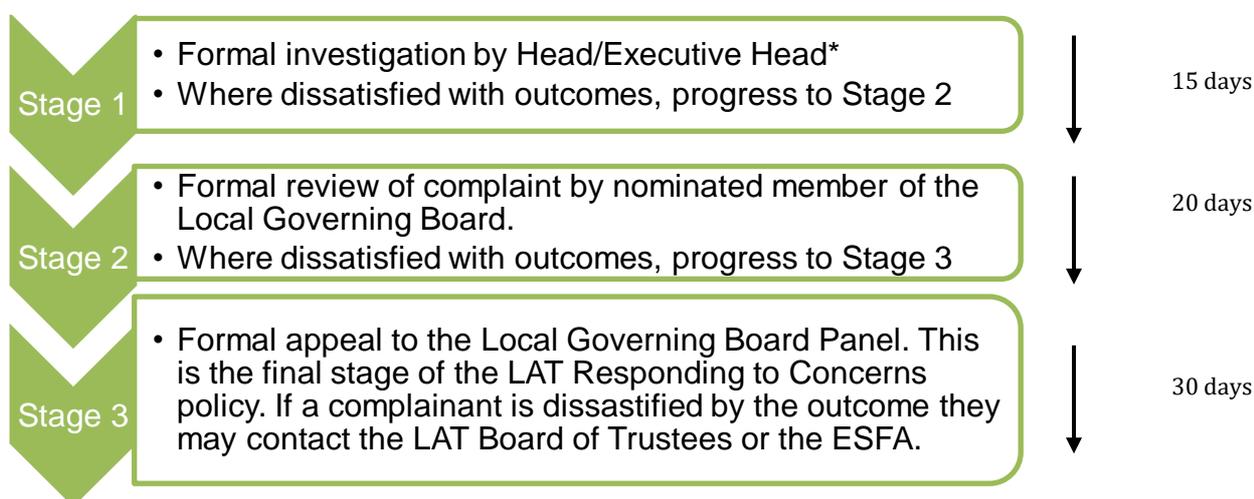
Complaints Procedure

Within Latchmere Academy Trust, schools operate a three stage formal complaints procedure, outlined below.

All timescales refer to school working days i.e. excluding weekends, school holidays etc.

Please ensure you have tried to resolve any issue with the school informally first; this is usually the quickest way to try and find a positive outcome. A response should be received within 5 days of the initial communication.

Timeline for formal complaints



*Head's line manager appraised of the issue, investigation and outcomes. They may, where appropriate, become involved to seek to find a resolution.

Which procedure should be used?

Sometimes, when concerns are more specific, there are alternative and more appropriate policies for dealing with them. The following list details specific topics of complaints and the correct policy to refer to. These policies are on each school's website or available from the school offices:-

- Child protection/ safeguarding; Local Safeguarding Children Board procedures apply (<https://kingstonandrighmondscb.org.uk/>). If at any time a child protection concern becomes apparent, the child protection process takes precedence over the complaints process, which will be halted until the child protection matter is resolved.
- Pupil admissions; please see the school's admissions criteria
- Pupil exclusions; please see Department for Education (DfE) guidance on exclusions (www.gov.uk).
- Statutory assessments of Special Educational Needs and Disability (SEND); please contact the Local Authority.
- Staff grievance, capability or disciplinary; these are covered by the LAT Grievance/disciplinary/capability/whistleblowing procedures.
- Where the complaint concerns a third party used by the school, or a third party which uses the school premises; please complain directly to the third party themselves.
- Subject Access Requests and Freedom of Information Requests; please see LAT Data Protection and Freedom of Information policies.
- Complaints regarding discrimination and harassment based on protected characteristics as defined in the Equality Act 2010; the complaints procedure applies but the complainant has a further right of appeal to SENDIST (Special Educational Needs and Disability First Tier Tribunal) for complaints about disability discrimination or to the County Court for all other unresolved disputes regarding protected characteristics.

Anonymous Complaints

We will not normally investigate anonymous complaints. However, the Head, Chair of Governors or Trustee, if appropriate, will determine whether the complaint warrants an investigation.

Safeguarding

Wherever a complaint indicates that a child's wellbeing or safety is at risk, the school is under a duty to report this immediately to the Local Authority. Any action taken will be in accordance with the LAT child protection and safeguarding policy which is on each school's website or available by contacting the school office.

Social Media

In order for complaints to be resolved as quickly and fairly as possible, LAT schools request that the complainants do not discuss complaints publicly via any social media platform or messenger service. Complaints will be dealt with confidentially for those involved and we expect complainants to observe confidentiality also as this can undermine the process.

Complaints that result in staff capability or disciplinary

If at any formal stage of a complaint it is determined that staff disciplinary or capability proceedings are necessary in order to resolve the issue, the details of this action will remain confidential to the Head and/or the individual's line manager. The complainant is entitled to be informed that the matter is being dealt with appropriately, but they are not entitled to participate in the proceedings and will not receive any detail about them or the outcome.

Making a formal complaint

In line with our statement of principle, if a complainant needs to raise an issue in the first instance, they must do so with the relevant member of staff who will seek to establish a resolution. If the

complainant is not satisfied with this response and believe the issue has not been resolved, please use the following procedure as detailed below. For ease of use, template complaint forms are included at the end of this procedure in appendix C. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For example, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Timeline for formal complaints

All timescales in this document refer to school working days i.e. excluding weekends, school holidays etc.

LAT schools will endeavour to abide by timeframes stated under each stage but acknowledge that in some circumstances, this is not always possible due to the complexity of information needed to review a complaint or difficulties regarding an individual's availability to deal with the complaint. If it becomes apparent that it is not possible to complete any stage of the complaints procedure within a given timeframe, the individual responsible for handling the complaint will contact the complainant as soon as possible and come to an agreed timeframe that works for all parties involved.

The LAT reserves the right not to investigate complaints that have been made three months after the subject of the complaint took place, except in exceptional circumstances. What is meant by exceptional circumstances is where new evidence has come to light, where the complaint is of an especially serious matter or where there is reasonable justification for why the complainant has been unable to raise the complaint before this time. The Head will review the situation and decide whether or not to enact the complaints procedure, informing their line manager and Chair of Governors of the decision.

Complaints about the Head Teacher, Local Governors, the Executive Head Teacher or Trustees

Where a complaint concerns the Head Teacher, the complainant should first directly approach the Head in an attempt to resolve the issue informally. If the complainant is not satisfied with this outcome, or if they have good reason to feel it is inappropriate to approach the Head in the first instance, they should notify the Clerk to the Governors (contact details in appendix A). The Stage 1 process will then commence, but with the line manager of the Head as the individual responsible for the investigation rather than the member of the SLT.

Where a complaint concerns a Local Governor, the complainant should contact the Clerk to the Governors. Informal resolution will be sought, but where this fails, the complaints procedure at Stage 1 will take immediate effect with the Chair of Governors or another nominated Governor undertaking the investigation. Where a complaint concerns the Chair of Governors the investigation will be carried out by the Vice Chair or another nominated Governor.

Where a complaint concerns the Executive Head or a Trustee, the complainant should contact the Clerk to the Trustees. Informal resolution will be sought, but where this fails, the complaints procedure at Stage 1 will take immediate effect with the Chair of the Board of Trustees or another nominated Trustee undertaking the investigation. Where a complaint concerns the Chair of Trustees, the investigation will be carried out by the Vice Chair of Trustees or another nominated Trustee.

In exceptional circumstances the Local Governing Board or Trustees may appoint an independent investigator to look into the concerns.

Formal Stages of the Complaint Procedure

Stage 1 – Investigation by the Head

Complainant contacts the Head.

1. The complainant must explain in writing, using the Stage 1 form (see Appendix C), with support if required, to clarify:
 - The nature of the complaint;
 - who has been involved so far;
 - why the complaint remains unresolved;
 - what action they would like to be taken to put things right.
2. The Head will acknowledge receipt within 5 days of having received the written complaint and explain what action they intend to take.
3. The Head may appoint an investigating officer.
4. In most cases the Head or investigating officer should offer to have a meeting with the complainant at the outset of the process to understand the issues.
5. A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Act 2018.
6. The Head will consider all relevant evidence; this may include but is not limited to:-
 - Stage 1 formal complaint form and supporting details;
 - evidence and outcomes from investigation;
 - where relevant a meeting with/statement from an individual who is the subject of the complaint;
 - any previous correspondence regarding the complaint;
 - any supporting documents from all parties;
 - interview with anyone related to the complaint.
7. The Head will appraise their line manager, who may support with the decision making and resolution process prior to progression to a Stage 2 complaint.
8. The Head can decide to:-
 - Uphold the complaint and direct that certain action be taken to resolve it;
 - not uphold the complaint and provide the complainant with details of the Stage 2 review process and contact details for the Clerk to the Governors;
 - uphold the complaint in part: in other words, Head may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
9. The Head will provide written confirmation of the outcome of their investigation and recommendations within 15 days of receipt of the written complaint. Where the complaint is about a member of staff, an informal mediation meeting may be offered to see if a resolution can be reached. Where the complainant is not satisfied with the outcome, he/she is able to progress to stage 2 of the complaints process.
10. The Head will make and retain records of the concerns, investigation and the outcomes.

11. In addition to making the response in writing, the Head may also wish to meet the complainant to discuss/resolve the matter directly.

If a complainant is dissatisfied with the outcome of their complaint, they may progress to a Stage 2 within 10 days of receiving the Head's written response.

Stage 2 – Investigation by a member of the Local Governance Board (LGB)

The complainant may submit a Stage 2 complaints form to the Clerk to the Governors (See Appendix A).

1. The Clerk to the Governors will respond in writing within 5 days of the date of receipt of the complaint to acknowledge receipt and explain what action will be taken, which Local Governor has been appointed to review the Head's decision and give clear timeframes.
2. A log of all correspondence in relation to the complaint will be kept in accordance with the Data Protection Act 2018.
3. The Local Governor should offer to have a meeting with the complainant at the outset of the process.
4. The Local Governor will consider all relevant evidence; this may include but is not limited to:-
 - Evidence and outcome from Stage 1 investigation;
 - a statement from the complainant;
 - where relevant a meeting with/ statement from an individual who is the subject of the complaint;
 - any previous correspondence regarding the complaint;
 - any supporting documents from all parties;
 - interview with anyone related to the complaint.
5. After considering the available evidence, the Local Governor can:-
 - Uphold the complaint and direct that certain action be taken to resolve it;
 - not uphold the complaint and provide the complainant with details of the Stage 3 appeals process;
 - uphold the complaint in part: in other words, the Local Governor may find one aspect of the complaint to be valid, but not another aspect. They may direct for certain action to be taken to resolve the aspect that they find in favour of the complainant.
6. The Local Governor informs the complainant of their decision in writing within 20 days of receipt of the complaint. They should explain clearly why they have come to the decision that they made. They should detail any agreed actions as a result of the complaint. Finally, they should provide the complainant with details of how to progress the complaint to Stage 3 if they are not satisfied, providing them with the contact details of the Clerk to the Governors (Appendix A). In addition to making the response in writing, the Local Governor may also wish to meet the complainant to discuss/resolve the matter directly.

If a complainant is dissatisfied with the outcome they may progress to a Stage 3 within 10 days of receiving the Local Governor's written response.

Stage 3 – Complaint Appeal Panel of the Local Governance Board (LGB)

If the complainant wishes to appeal the review by a member of the Local Governance Board at Stage 2 of the procedure, or he/she is not satisfied with the action that the Local Governor took in relation to the complaint, the complainant is able to appeal this decision. He/she should briefly outline the content of the complaint, using the Formal Complaints Form Stage 3 (see Appendix C) and request that a complaints appeal panel is convened.

The Clerk will fulfil the role of organising the time and date of the appeal hearing, inviting all the attendees, collating all of the relevant documentation and distributing this 5 days in advance of the meeting, recording the proceedings in the form of minutes, and circulating these and the outcome of the meeting. The minutes are a summary of the discussion at the hearing and the decision of the panel following the hearing but will not include the deliberations of the panel. The minutes are the property of the Local Governance Board.

The following steps will be followed:

1. The Clerk will write to the complainant within five days to confirm receipt of the appeal request and detail further action to be taken.
2. The Clerk will convene a panel of two Local Governors and one Independent Member.

All three panel members will have no prior knowledge of the content of the complaint. Complainants have the right to request an independent panel, if they believe there is likely to be bias in the proceedings. Schools should consider the request but ultimately the decision is made by local Governors.

1. The appeal hearing will take place within 30 days of receipt of the request for the Stage 3 appeal. If the first identified date is not convenient for the complainant, up to two further dates should be offered. If these all fail to be suitable then the meeting may be conducted in private by the Complaint Appeal Panel.
2. In addition to the panel, the following parties will be invited, where applicable:-
 - The complainant;
 - the Head who dealt with the complaint at Stage 1;
 - the Local Governor who reviewed the complaint at Stage 2;
 - relevant witnesses;
 - LA (procedural advice).

The complainant can bring a companion with them to the hearing for support if he/she wishes. He/she should advise the Clerk of the name of this supportive companion prior to the hearing. The supportive companion is not there as a witness, so does not address the panel except with the prior agreement of the Chair.

Neither party is permitted to bring legal representation with them.

If the attendance of any pupils is required at the hearing, parental permission will be sought if they are under the age of 18. Extra care will be taken to consider the vulnerability of children where they are present at a complaints hearing.

3. The panel can make the following decisions:-
 - Dismiss the complaint in whole or in part;
 - uphold the complaint in whole or in part;
 - decide on the appropriate action to be taken to resolve the complaint;
 - recommend changes to the school's systems or procedures to ensure that problems of a similar nature do not recur.

4. All parties who attended the meeting will be informed in writing of the outcome of the appeal within 10 days. If applicable, this will be copied to the person subject to the complaint.
5. The Appeal Panel will inform the LAT Board of the outcomes.

This is the final stage at which the school will consider the complaint. The school will not consider the complaint beyond this.

If the complainant remains dissatisfied and wishes to take the complaint further, they can refer the issue to the Trust Board. The Trust Board will only consider the matter where there is a serious breach of a policy. See details at the end of the policy for contacting the Trust Board (Appendix A).

A complainant may contact the ESFA:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-an-academy-or-free-school>

Retention

The Chair of the Complaint Appeal Panel should ensure that a copy of all relevant information relating to the complaint is kept at the school in a secure, confidential file, separate from staff and pupil records. This information should be retained for six years from the date of the complaint, in line with guidance from the Information and Records Management Society (www.irms.org.uk) and in accordance with the principles of the Data Protection Act 2018. The complainant should be informed that this will be done.

Please note that the Secretary of State or a body conducting an inspection under section 109 of the Education and Skills Act 2008 may request access to complaints documentation.

Unreasonable complaints and serial and persistent complainants

LAT is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with any school. However, we do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from that behaviour, including that which is abusive, offensive or threatening.

LAT defines serial and unreasonable complainants as *'those who, because of the frequency or nature of their contacts with the school, hinder our consideration of their or other people's complaints'*.

A complaint may be regarded as unreasonable when the person making the complaint:-

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance;
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved;
- refuses to accept that certain issues are not within the scope of a complaint's procedure;
- insists on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice;
- introduces trivial or irrelevant information which the complainant expects to be taken into account and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales;
- makes unjustified complaints about staff who are trying to deal with the issues, and seeks to have them replaced;
- changes the basis of the complaint as the investigation proceeds;
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed);
- refuses to accept the findings of the investigation into that complaint where the school's complaint procedure has been fully and properly implemented and completed including referral to the ESFA;
- seeks an unrealistic outcome;
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with.

A complaint may also be considered unreasonable if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:-

- maliciously;
- aggressively;
- using threats, intimidation or violence;
- using abusive, offensive or discriminatory language;
- knowing it to be false;
- using falsified information;
- publishing unacceptable information in a variety of media such as in social media websites and newspapers.

Under no circumstances should a complainant be marked as 'serial' for exercising their right to refer their complaint to their MP, regardless of which stage the complaint has reached.

Complainants should limit the numbers of communications with a school while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

Whenever possible, the Head or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' judgement.

If the behaviour continues the Head will write to the complainant explaining that his/her behaviour is unreasonable and asking him/her to change it. For complainants who excessively contact LAT schools causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will usually be reviewed after six months.

In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from a LAT school.

Barring from the School Premises

Although fulfilling a public function, schools are private places. The public has no automatic right of entry. Trustees have a responsibility to ensure for the wellbeing of pupils/students and staff and will therefore act to ensure that schools remain a safe place.

If a parent's behaviour is a cause for concern, a school can ask him/her to leave the school premises. In serious cases, the Head or the Chair of Governors can notify them in writing that their implied permission to be on school premises has been temporarily revoked subject to any representations that the parent may wish to make. Schools should always give the parent the opportunity to formally express their views on the decision to bar in writing.

The decision to bar should then be reviewed, taking into account any representations made by the parent, and either confirmed or lifted. If the decision is confirmed, the parent should be notified in writing, explaining how long the bar will be in place. Anyone wishing to complain about being barred can do so, by letter or email, to the Head or Chair of Governors. However, complaints about barring cannot be escalated to the Department of Education. Once the school's own complaints procedure has been completed, the only remaining avenue of appeal is through the Courts; independent legal advice must therefore be sought.

Contact details for external organisations if not satisfied with the outcomes of the complaint's procedure in full

- If you have any queries regarding any aspect of the complaints procedure, please direct these to the Clerk to the Governors (see Appendix A).
- If the complainant feels that the school and Board of Trustees acted unreasonably in the handling of the complaint, he/she can complain to the Education & Skill Funding Agency (ESFA) after the complaint's procedure has been exhausted. Please note that unreasonable is used in a legal sense and means acting in a way that no reasonable school or Multi Academy Trust would act in the same circumstances.

This must be done online:

<https://www.gov.uk/government/publications/complain-about-an-academy/complain-about-an-academy>

Relevant legislation and guidance

The Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/contents>

The Data Protection Act 2018 <http://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>

The Education (Independent School Standards) Regulations 2014

<http://www.legislation.gov.uk/uksi/2014/3283/contents/made>

Education Act 2002 <http://www.legislation.gov.uk/ukpga/2002/32/contents>

The Department for Education *Best Practice advice for school complaints procedures*

<https://www.gov.uk/government/publications/school-complaints-procedures>

Appendix A

School contact details

Latchmere School
Latchmere Road
Kingston Upon Thames
KT2 5TT
0208 5467181
office@latchmereschool.org

Nelson School
Nelson Road
Twickenham
TW2 7BU
0208 8949899
info@nelsonschool.org

Clerk to the Governors: Mrs Blake - clerk@latchmereschool.org

Contact details for Clerk to the Trustees

Mrs A Warburton: awarburton@latchmereschool.org or in writing to FAO Clerk to Trustees, Latchmere School, Latchmere Road, Kingston Upon Thames, KT2 5TT

Appendix B

Roles and responsibilities

It is expected that all those involved in a complaint are treated respectfully.

The Complainant

The complainant or person who makes the complaint will receive a more effective response to the complaint if he/she:-

- co-operates with the school in seeking a solution to the complaint;
- expresses the complaint in full as early as possible;
- responds promptly to requests for information or meetings or in agreeing the details of the complaint;
- asks for assistance as needed.

The complaint investigator (member of SLT)

The investigator is the person involved in Stage 1 of the procedure. The investigator's role can include:-

- providing a comprehensive, open, transparent and fair consideration of the complaint through:-
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved;
 - consideration of records and other relevant information;
 - interviewing staff and children/young people and other people relevant to the complaint;
 - analysing information;
 - effectively liaising with the complainant to clarify what he/she feels would put things right;
 - responding to the complainant in plain and clear language.

The investigator should make sure that they:

- conduct interviews with an open mind and are prepared to persist in the questioning;
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting.

The Stage 2 and Stage 3 Clerk

The Clerk is the contact point for the complainant for a Stage 2 and 3 and for the panel meeting and is expected to:-

- At Stage 2 inform the Chair of the LGB and ensure timelines are adhered to resolving the matter at Stage 2;
- at Stage 3 set the date, time and venue of the hearing, ensuring that the venue and proceedings are accessible and if the date set for the hearing is not convenient for the complainant;
- collate any written material and send it to the parties in advance of the hearing;
- meet and welcome the parties as they arrive at the hearing;
- record the proceedings;
- circulate the minutes of the panel hearing to the complainant, the panel, the Head, the Local Governor who undertook the review;
- notify all parties of the panel's decision.

The Stage 3 Appeal Panel Chairs

The Panel Chair has a key role in ensuring that:-

- The meeting is minuted;
- the procedure for the hearing is explained;
- the role of the Clerk is explained (including that they take no part in the decision-making but are there to record proceedings and provide procedural advice);
- the remit of the panel is explained to the complainant and both they and the school have the opportunity of putting their case without undue interruption;
- the issues are addressed;
- key findings of fact are made;
- the hearing is conducted in a manner whereby everyone is treated with respect and courtesy;
- the panel is open-minded and acts independently;
- no member of the panel has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure.

Appendix C

LAT Formal Complaints Form (Stage 1)

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Address	
Telephone (Day)	
Telephone (Mobile)	
Email Address	

Details of the complaint
Action taken so far (including staff member who has dealt with it so far) or solutions offered
The reason that this was not a satisfactory resolution for you
What action would you like to be taken to resolve the problem?

Signed:
Date:

Official use

Date received:	Signed:
----------------	---------

LAT Formal Complaints Form (Stage 2)

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact Address	
Contact Telephone (Day)	
Contact Telephone (Mobile)	
Contact Email Address	

Reasons for requesting a Stage 2 Complaint Review (Reasons why you feel the procedures at the earlier stages of the complaints process were not followed)
Which element(s) of your complaint were not properly considered the previous stages?
What outcome are you seeking from the Stage 2 Complaint Review?

Signed:
Date:

Official use

Date received:	Signed:
----------------	---------

LAT Formal Complaints Form (Stage 3)

Name	
Name of pupil, year group and your relationship to them (where applicable)	
Contact Address	
Contact Telephone (Day)	
Contact Telephone (Mobile)	
Contact Email Address	

Reasons for requesting a Stage 3 Complaint Review
(Reasons why you feel the procedures at the earlier stages of the complaints process were not followed)

--

Which element(s) of your complaint were not properly considered the previous stages?

--

What outcome are you seeking from the Stage 3 Complaint Review?

--

Signed:
Date:

Official use

Date received:	Signed:
----------------	---------