**Appendix D**

**Formal Complaint Form – Stage 2**

(to be completed by the complainant and returned to the Headteacher or Trust Officer)

|  |
| --- |
| **School/Department:**  *Please include the school’s postcode* |
| **Name of complainant and relationship with the Trust:**  (e.g., Supplier, parent) |
| **Home Address:** |
| **Contact telephone number:** |
| **Email Address:** |
| **Name of pupil or staff member (if relevant to your complaint):** |
| **Details of the complaint** (please include the date or period of time to which the complaint relates and confirm whether you have already expressed your concerns informally; to whom and when).  *Please attach copies of any additional information you have, to support your complaint such as letters or reports which were not shared at Stage 1.* |
| **What action, if any, have you already taken to try to resolve your complaint? (Who did you speak to and what was the result?)** |
| **What actions do you feel might resolve your complaint at this stage?** |

Signed: ………………………………………………… Date: ……………….……...

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Internal use:**

Date form received:

Received by:

Date acknowledgement sent:

Acknowledgement sent by: