Complaint Form (3 Pages)

Please complete and return to St Thomas More RC College, please mark

Private and Confidential – Complaint for the attention of

- **Headteacher**

  or

- **Chair of Governors**

  or

- **Clerk to the Governing Body**

depending on the nature of your complaint in line with the school policy.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
Address:
Postcode: **Day time telephone number:** **Evening telephone number:**
Before raising a stage 1 formal complaint you should usually have discussed the concern/complaint with a representative from the school. Who have you discussed the concern/complaint with already and when this did take place?

Complaint Details
Please give details of your complaint?
Max 250 words

If your complaint is either fully or partially upheld, what actions do you feel might resolve the problem at this stage?
Max 100 words

Signature:

Date:

Escalation to Stage 2

Complaint to be investigated at the level of the Chair of Governors

Only complete this section if you have received a response to a Formal Stage 1 Complaint and you are still dissatisfied with the outcome.

(Please complete this section on your original claim form and resubmit it to the school office)

Please give details of the matters that you are still dissatisfied with.

Max 150 words

Escalation to Stage 3

Complaint to be investigated at the level of the Governors Complaint Committee

Only complete this section if you have received a response to a Formal Stage 2 Complaint and you are still dissatisfied with the outcome.

(Please complete this section on your original claim form and resubmit it to the school office)

Please give details of the matters that you are still dissatisfied with.

Max 150 words

Official use (not to be completed by complainant)

Date acknowledgement sent:

By who:

Complaint referred to:

Date: