

Formal Complaint Form

To be completed by the parent/carer raising the complaint and given to the School Director.

Name: \_\_\_\_\_

First Name of Pupil: \_\_\_\_\_

School Branch: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

DETAILS OF COMPLAINT

Outline the nature and reason for your concern or complaint. Please give specific details such as dates, times and witnesses where necessary. Attach any supporting evidence if necessary.

#### PREVIOUS ACTION

Have you taken any steps to resolve the complaint informally? If you have, why do you remain dissatisfied?

Alternatively, if this is a Stage 2 complaint, why was the matter not concluded to your satisfaction at Stage 1?

#### REMEDY YOU ARE SEEKING

Please state what your preferred outcome is and specifically what action or actions, in your view, are needed to resolve your complaint satisfactorily.