

COMPLAINTS FORM

Your name:

Student's name:

Your relationship to Student's:

Your address and postcode:

Your daytime telephone number:

Your evening telephone number:

Your email address:

Your complaint is: (if you have more than one complaint, please number these)

What action have you already taken to try and resolve your complaint(s)?

(Who did you speak to and what was the response?)

What would you like as an outcome from your complaint(s)?

Are you attaching any paperwork? If so, give details here:

Your signature.....

Date

All functions of the complaints procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.

Please complete and return to the academy office in a sealed envelope or via email to Clair Westbury-Knowles* (c.westbury-knowles@falcontrust.co.uk) addressed to the Principal, Clerk of the local academy council or Clerk to the Trust Board (as appropriate).

Office use

Date received

Date acknowledgement sent

Responsible member of staff