

The Firs Lower School
Formal Complaint Form
 (Complaints Policy Stage 3)

Please refer to The Firs Lower School Complaints policy and complete this form and return it to the school office (within **ten** days of the completion of stage 2) to indicate dissatisfaction with the school response to the complaint at the conclusion of Stage 2).

Receipt of the form will be acknowledged within **five** school days and a further communication will take place from the Chair of Governors, within **fifteen** days of receiving the complaint, to inform you of the procedure to be undertaken in response.

Your name		Relationship with school e.g. parent	
Pupil's name (if relevant to complaint)		Date form completed	
Your address			
Telephone numbers			
Email address			

Please complete:

Dear Sir/Madam

I submitted a formal complaint to the school on and I am dissatisfied by the procedure that has followed.

My complaint was submitted to..... and I received a response from On

I have attached copies of my formal complaint and the response(s) from the school.

I am dissatisfied with the way in which the procedure was carried out because

You may continue on separate paper, or attach additional documents if you wish. Number of additional pages attached =

What actions do you feel might resolve the problem at this stage?

Signed _____