The Firs Lower School

**Formal Complaint Form**

(Complaints Policy Stage 2)

Please refer to The Firs Lower School Complaints policy and complete this form and return it to the school office to register any formal complaint, (in most circumstances after communicating with the school at the informal stage 1).

Receipt of the form will be acknowledged within **two** school days and a further communication will take place, within **five** 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 give concise details of your complaint (including dates, names of witnesses etc.) to allow the matter to be fully investigated.

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

What action, if any, have you already taken to try to resolve your complaint? (i.e. who have you spoken with or written to and what was the outcome?)

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

Signed _____