

The Firs Lower School
Formal Complaint Form
 (Complaints Policy Stage 4)

Please refer to The Firs Lower School Complaints policy and complete this form and return it to the school office or Chair of Governors (within **ten** school days of the completion of stage 3) to indicate dissatisfaction with the school response to the complaint at the conclusion of Stage 3).

Receipt of the form will be acknowledged within **five** school days and a further communication will take place from the Chair of Governors, within **a further five school** days of receiving the complaint, to inform you of the date and time you will be invited to a hearing before a panel of Governors.

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

Please complete:

Dear Sir/Madam

I am writing to request that my complaint be looked at under stage 4 of the Complaints Policy, involving a hearing before a panel of Governors.

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

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

I was dissatisfied with this response and referred my complaint to the Chair of Governors on I received a response on

I have attached copies of my formal complaint and all the responses from the school.

I am dissatisfied with the way in which the procedure was reviewed by the Chair of Governors 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 _____