

Appendix 1

COMPLAINTS PROCEDURE FORMAL RECORD FORM

This section to be completed by the Service User:

Name:

Relationship with School

(eg parent of a pupil)

Address

Daytime Telephone number

Evening Telephone Number

Summary of Complaint

Please set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets if required but please be as concise as possible.

Individuals involved:

Please provide the names, job title and contact details of any people involved in your complaint, including witnesses.

Have you tried to resolve the complaint informally?

If yes please provide a brief summary of the outcome and why you feel that your complaint has not been resolved satisfactorily.

Yes

If no, please provide a brief summary why you have not tried to resolve the complaint informally.

No

Resolution:

Please provide a brief summary of the resolution you are seeking

Signature

Date: