## **Appendix F -** **Complaints Form – St Joseph’s Catholic Primary School & Nursery**

**You can make a formal complaint in writing, in person or on the phone.**

It would be helpful if you could put the complaint in writing so we have a written record in your own words of what your complaint is and what would resolve it for you. If you need help with this, you could ask a friend or family member or advice organisations such as the Citizen’s Advice Bureau. You might also be able to get help by asking in the school office – there may be a school-home liaison person or some other member of staff who could help you.

If you make a formal complaint in person or on the phone, your complaint will be recorded on this form on your behalf and you will need to sign at the bottom to confirm the details in the form are correct. This will be used as the basis for your complaint to be considered.

This form should be returned to the Head of School who will acknowledge receipt and explain what action will be taken.

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| **FORMAL COMPLAINTS FORM** |
| **Your name (PLEASE COMPLETE IN BLOCK CAPITALS):** |
| **Name of pupil/s (if relevant) (PLEASE COMPLETE IN BLOCK CAPITALS):** |
| **Your relationship to the pupil/s (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone number:**  **Evening telephone number:** |
| **Please give details of your complaint, including whether you have spoken to anybody at the school about it.** |
| **What actions do you feel might resolve the problem at this stage?** |
| **Are you attaching any paperwork? If so, please give details.** |
| **Signature:**  **Date:** |
| **If you have made the complaint on the phone or in person:   Name and job/role title of person completing the form ((PLEASE COMPLETE IN BLOCK CAPITALS):** |
| **I confirm that I agree to the wording in the form putting my verbal complaint into writing:**  **Name (in BLOCK CAPITALS of complainant) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Signature of complainant \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Official use** |
| **Date acknowledgement sent:** |
| **By who:** |
| **Complaint referred to:** |
| **Date:** |