

Ryders Hayes School Formal Complaint Form

Please complete this form and return it, via the school office, to the Head Teacher (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Your address:

Telephone numbers

Daytime:

Evening:

E-mail 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.

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 Date

School Use:
Date for received:
Received by:
Date acknowledgement sent:
Acknowledgement sent by:

Complaint referred to:

Date:

Ryders Hayes School Complaint Review Request Form

Please complete this form and return it to the Head Teacher (or Clerk to the Governing Body), who will acknowledge its receipt and inform you of the next stage in the procedure.

Your name:

Relationship with school (e.g. parent of a pupil on the school roll):

Pupil's name (if relevant to your complaint):

Your address:

Telephone numbers

Daytime: Evening:

E-mail address:

Dear Sir/Madam

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

My complaint was submitted to and I received a response from on

I have attached copies of my formal complaint and of 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.

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

Signed Date

School Use:
Date for received:
Received by:
Date acknowledgement sent:
Acknowledgement sent by:

Complaint referred to:
Date: