

Complaint Form

Please complete in BLOCK CAPITALS and return to the Clerk of Governors (care of PA to Principal on kaylie.hill@swindon-academy.org)	
Your name	School Student Attends
Student's name	
Your relationship to the student	Student Year Group
Address	
Contact telephone number (1)	
Contact telephone number (2)	
Please give details of your complaint below	
<div style="border: 1px solid black; height: 200px;"></div>	
What action, if any, have you already taken to try and resolve your complaint? (To whom did you speak to and what was the response?)	
<div style="border: 1px solid black; height: 150px;"></div>	
What actions do you feel might resolve the problem at this stage?	
<div style="border: 1px solid black; height: 100px;"></div>	

Are you attaching any paperwork?	YES / NO
If so, please give details.	
Signature:	Date:

Please tick which stage of complaint this is			
Stage	To	Tick	Please note you must follow the staged process and address a Stage 2 complaint to the Headteacher. Only once the Headteacher has been given the opportunity to respond to your complaint should you escalate to the Executive Principal.
Stage 2	Headteacher		
Stage 3	Executive Principal		
Stage 4	Leadership Governing Body		

For Official use only			
Date acknowledgement sent		Complaint resolved at which stage	
Acknowledgement sent by		Complaint recorded in school records	
Complaint referred to			
Complaint referred on (date)			