**Appendix A**

# Example of a Complaint Form (to be used for Stage 2 or 3 complaints)

**Please complete and return to the Headteacher or Clerk to the Governing Body who will acknowledge receipt and explain what action will be taken.**

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| **Your name:** |
| **Student’s name** (parents and carers with students attending the school): |
| **Address:**  **Postcode:**  **Day time telephone number: Evening telephone number:** |
| **Please give details of your complaint:** |
| **What action, if any, have you already taken to try and resolve your complaint. (Who did you speak to and what was the response)?** |

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| **What actions do you feel might resolve the problem at this stage?** |
| **Are you attaching any paperwork? If so, please give details.** |
| **Signature: Date:** |
| **School use**  **Date acknowledgement sent: By who:**  **Complaint referred to: Date:** |

If you would like assistance in completing this form, the local Citizen’s Advice Bureau may be able to help. They can be contacted at: Broadway Chambers, 1 Cranbrook Road, ILFORD,

Essex, IG1 4DU. [www.citizensadvice.org.uk/redbridgecab](http://www.citizensadvice.org.uk/redbridgecab)

London Borough of Redbridge can provide translation and interpretation service upon request. If you require this service please contact: Customer Contact Centre 020 8554 5000 Monday to Friday 8.30am to 6.30pm. Or in person at: **One Stop Shop,** Lynton House, 255 - 259 High Road, Ilford, Essex, IG1 1NN. Monday to Friday from 8.45am to 4.30pm except Wednesdays when they open at 9.30am.