

**Academy Formal Complaints Form (Stage 2)**

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| **Academy:** |  |
| **Name:** |  |
| **Name of pupil, year group and your relationship to them (where applicable):** |  |
| **Contact address:** |  |
| **Contact telephone (day):** |  |
| **Contact telephone (mobile):** |  |
| **Contact email address:** |  |
| **Details of the complaint:** |
|  |
| **Action taken so far (including staff member who has dealt with it so far) or solutions offered:** |
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| **The reason that this was not a satisfactory resolution for you:** |
|  |
| **What action would you like to be taken to resolve the problem?** |
|  |
| **Signed:** |  | **Date:** |  |
| Official use |
| Date received: |  | Signed: |  |