

**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:** | | | | | | | |
|  | | | | | | | |
| **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: |  | | |