# **Stage 1 Formal Complaint Form**

Please complete this form in full and return it to the Clerk to the Governing Board on clerk@gildredgehouse.org.uk

Your complaint will be acknowledged and next steps explained within five school days. When complaints are made outside of term time, we will consider them to have been received on the first school day after the holiday period.

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| Student’s full name: | Year Group/Class: |
| Your full name and relationship to the student named above: |
| Contact address: | Telephone number: |
| Email address: |

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| Please provide specific details to outline the issue(s) of your initial concern, which was investigated at the informal stage of this complaints procedure: |
| Please give details of what actions were taken (by yourself and the school) at the informal stage of this complaints procedure to try and resolve your concerns. (Who did you speak to and what was their response?) |
| Please provide specific details of why you continue to be dissatisfied with the actions taken by the school to address the issues you raised. |
| Please outline why you feel your concerns should now be considered at Stage 1 of this complaints procedure: |
| What further actions do you feel may resolve the problem? |
| Are you attaching any additional evidence which will support the consideration of the complaint moving to Stage 1? If yes, please provide details and link these to the appropriate issue(s) within your complaint. |
| Signature: Date:  |