



Heltwate School

Complaints form

The person who experienced the problem should normally fill in this form where possible. If you are making a complaint on behalf of someone else, please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned.

A. Your details:	
Title: Mr / Mrs / Ms /Other	
Surname:	
Forename (s):	
Daytime telephone number:	
Mobile telephone number (if different):	
Address and postcode:	
Email address:	
Please state your preferred method of contact:	

B. If you are making a complaint on behalf of someone else, what are their details?	
Their name in full:	
Relationship to the complainant:	
Address and postcode (if different to above)	
Why are you making this complaint on their behalf?	
Do you have parental responsibility for this person? Y / N	
If no, please provide full contact information and details for the adult with parental responsibility.	



C. About your complaint	
Name of the school Campus you are complaining about:	
What do you think might have been done wrong or what was not done to your satisfaction?	
Describe how you have been affected:	
When did you first become aware of the problem?	
If it is more than 3 months since you first became aware of this problem, please advise the reason that you have not complained before.	
What do you think can be done to put matters right?	
Have you already made your complaint to a member of staff? If so, please give brief details about how and when you did so, and the response that was given to you.	

Signature of the complainant:	
Date:	

Please send this form and any other documents to support your complaint to the relevant member of staff at Heltwate School (usually the class teacher or person with responsibility for your child in school)

Save and print this form so that you retain a record of what you have said.

For official use	
Date Acknowledgement of this complaint was sent.	
Acknowledgement made by whom:	
Complaint referred to:	
Date referred:	
Stage 1	
Informal investigation by Deputy head completed:	
Date:	
Timeline of 20 working days met? Y / N	
If no, please indicate why not.	
Stage 2	
Formal investigation by Head teacher completed:	
Date:	
Timeline of 30 working days met? Y / N	
If no, please indicate why not.	
Stage 3	
Formal appeal to a panel of Governors	



Date:	
Timeline of 30 working days met? Y / N	
If no, please indicate why not.	
Contact made with Department of Education. Y / N	
Date:	