



**Ongar Place Primary School
School Complaints Form**

If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate your concern.

It is, however, important that you attempt to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff or the Headteacher at the school.

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Chair of Governors, c/o the school address.

Please note that should the complaint refer to more than one incident, you should complete a separate form for each incident; this is to clarify individual responsibility and maintain confidentiality, should the case result in a formal hearing.

Your name		
Your address		
Your telephone numbers		
Home	Work	Mobile
If applicable - Childs name and date of birth		Your relationship to the child
Please give a brief description of your complaint		
When did you report the problem to the school?		

To whom at the school did you report the problem?

What was the response?

Have you complained to the school about this before?

Yes/No

If so, to whom and when?

What steps do you feel should have been taken by the school to resolve the matter?

What steps do you feel should now be taken by the school to resolve the matter?

Signature:

Date:

THIS SECTION IS FOR SCHOOL USE ONLY

Date form given/sent to complainant		Date form received by school	
Complainants name			
Complainants address			
If applicable - Childs name and date of birth		Relationship to the child	
Telephone numbers			
Home	Work	Mobile	
Nature of complaint			
List of action taken to resolve complaint			
Outcome of complaint			
Date forwarded to Chair of Governors for action			
Any other comments			
If applicable: Date forwarded to Stage 4			