**Hamwic Formal Complaints Form**

**See below:-**

## Formal Complaint Form

# Formal Complaint Form

|  |  |
| --- | --- |
| Date |  |
| Your Name |  |
| Relationship with school / to the pupil |  |
| Pupil’s name (if relevant to the school) |  |
| Address |  |
| Telephone Numbers Daytime  Evening |  |
| Email Address |  |

|  |
| --- |
| Please give details of your complaint (including dates, names of witnesses, etc.): |
| What action, if any, have you already taken to try and resolve your complaint (e.g. who have you spoken to and what was the response?) |
| What actions do you feel might resolve the problem at this stage? |

|  |
| --- |
| Are you attaching any additional paperwork? If so, please give details. |

|  |  |
| --- | --- |
| Signature |  |
| Date |  |

|  |  |
| --- | --- |
| ***Office Use*** | |
| Date Form received |  |
| Received by |  |
| Date acknowledgement sent |  |
| Acknowledgement sent by |  |
| Complaint referred to |  |
| Date complaint referred |  |

**Formal Complaints Timeline**

|  |  |
| --- | --- |
| **Stage 2 Formal Complaint to the School Leader** | |
|  | Formal complaint received by school leader in writing (or on complaints form) within 10 school days from date of informal resolution letter. |
|  | School leader acknowledges receipt within 5 school days. |
| *15 days* | School leader responds with written outcome or reason for delay within 15 school days from date of receipt of formal complaint. |
|  | CLOSED OR MOVE TO STAGE 3 *(within 15 school days)* |
| **Stage 3 Formal Complaint to Local Governing Body** | |
|  | Formal complaint received by Chair of Governors in writing (or on complaints form) |
|  | Chair of Governors (or suitable governor) investigates. |
| *15 days* | Chair of Governor (or suitable governor) responds with written outcome within 15 school days of receipt of formal stage 3 complaint. |
|  | CLOSED OR MOVE TO STAGE 4 *(within 10 school days)* |
| **Stage 4 Formal Complaint Heard at Complaint Hearing Panel** | |
|  | Request for formal Complaint Hearing Panel received by Clerk in writing. |
| *25 days* | Clerk to acknowledge receipt within 5 school days and advise of deadline date (25 school days) and offering three potential dates for panel. |
|  | Clerk confirms the agreed date, time and venue and requests copies of any further written materials (10 school days before panel date) |
|  | Complainant & Complaint Investigator provide details of any witnesses attending to the Clerk. Clerk ensures written materials presented submitted are sent to all parties (5 school days before panel date) |
|  | Panel date ***(if no date agreed will proceed with written submissions only)*** |
|  |  |
| 15 days | Chair of Panel responds to all parties with written outcome within 15 school days. |
|  | CLOSED OR MOVE TO STAGE 5 *(within 10 school days)* |
| **Stage 5 Submission to CEO, Hamwic Education Trust** | |
|  | Formal complaint received by school leader in writing (or on complaints form) |
|  | CEO acknowledges receipt within 5 school days. |
| *15 days* | CEO responds with written outcome within 15 school days. |
|  | CLOSED |