**Appendix 2: Formal Complaint Form**

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| --- | --- |
| **Name:** |  |
| **Address:** |  |  |
| **Postcode:** |  |  |
| **Email address:** |  |  |
| **Telephone No:** | **Day:** |  |  |
|  | **Evening:** |  |  |
|  | **Mobile:** |  |  |
| **What is the nature of your complaint? (Please use additional sheets if needed)** |  |
|  |  |
| **Have you raised your issue(s) with your child’s Class Teacher at the informal stage?  If so, when did you do this?** | **Yes (inc. date)** | **No** |  |
| **Have you complained to the Headteacher at Stage 1?** | **Yes (inc. date)** | **No** |  |
| **What happened when you complained to the Headteacher?** |  |
|  |  |
| **What are your desired outcomes?** |  |
|  |  |
| **Signed:** |  |  |
| **Date:** |  |  |

Please return your completed complaint form to the School Office either by email at admin@knebworth.herts.sch.uk or in hard copy format and it will be passed to the Headteacher or Chair of Governors, depending on what stage the complaint is at and what it is regarding.