**Appendix 2: Formal Complaint Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **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](mailto: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.