# Complaint Form, Stage 2

Please complete and return to the Headteacher/Head of School (Stage 2) via the school office or school email (see school website for downloadable form and contact details).   
If the complaint is about the Headteacher/Head of School/Manager, return to the Company Secretary via the Trust office - ([enquiries@swale.at](mailto:enquiries@swale.at))

Receipt of your complaint will be acknowledged and next steps explained within 5 school days.

| School: | Pupil’s name: |
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| Your name and relationship to the child: | |
| Contact address: | Telephone: |
| Email: | Date: |

| Please give details of what actions were taken (by yourself and the school) at Stage 1 of the Trust Complaints Policy to try and resolve your complaint informally. (Who did you speak to and what was their response?) |
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| Please provide details of why you now feel your complaint should be considered at Stage 2: |
| What further actions do you feel may resolve the problem? |
| Are you attaching any paperwork? If so, please give details.  Signature: Date: |

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