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Hardwick and Cambourne Community Primary School

Complaints Procedure forms

These forms are for use during the formal stages of a complaint against the school. They do not have to be used but will make sure that all essential information is presented at each stage of the complaints process and so help to avoid unnecessary delay.

## Hardwick and Cambourne Community Primary School Complaint form – Stage 1

Please complete and return to Co-Headteachers, Hardwick and Cambourne Community Primary School, who will acknowledge receipt and explain what action will be taken.

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| **Your name:** |
| **Pupil’s name (if relevant):** |
| **Your relationship to the pupil (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone number:**  **Evening telephone number:** |
| **Please give details of your complaint, including whether you have spoken to anybody at the school about it. (Please use a continuation sheet if necessary.)** |
| **What actions do you feel might resolve the problem at this stage?** |
| **Are you attaching any paperwork? If so, please give details.** |
| **Signature:**  **Date:** |
| **Official use** |
| **Date acknowledgement sent:** |
| **By who:** |
| **Complaint referred to:** |
| **Date:** |

## Hardwick and Cambourne Community Primary School Complaint form – Stage 2

Please complete and return to the Chair of Governors, Hardwick and Cambourne Community Primary School, who will acknowledge receipt and explain what action will be taken.

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| **Your name:** |
| **Pupil’s name (if relevant):** |
| **Your relationship to the pupil (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone number:**  **Evening telephone number:** |
| **Please give reasons why you consider the response from the Co-Headteachers should be investigated by the Chair of Governors. (Please use a continuation sheet if necessary.)** |
| **What actions do you feel might resolve the problem at this stage?** |
| **Are you attaching any paperwork? If so, please give details.** |
| **Signature:**  **Date:** |
| **Official use** |
| **Date acknowledgement sent:** |
| **By who:** |
| **Complaint referred to:** |
| **Date:** |

## Hardwick and Cambourne Community Primary School Complaint review request form

Please complete and return to the Clerk to the Governing Body, Hardwick and Cambourne Community Primary School, who will acknowledge receipt and explain what action will be taken.

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| **Your name:** |
| **Pupil’s name (if relevant):** |
| **Your relationship to the pupil (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone number:**  **Evening telephone number:** |
| **Please give reasons why you consider the response from the Chair of Governors should be reviewed. (Please use a continuation sheet if necessary.)** |
| **What actions do you feel might resolve the problem at this stage?** |
| **Are you attaching any paperwork? If so, please give details.** |
| **Signature:**  **Date:** |
| **Official use** |
| **Date acknowledgement sent:** |
| **By who:** |
| **Complaint referred to:** |
| **Date:** |