The Two Counties Trust

Stage 2 (formal) Complaints Form

1. Using this form

Please note that formal complaints must be submitted in writing. Complaints should be sent directly to the relevant school using the e-mail address on the website contacts page. Instances when a complaint should be sent to the Trust instead are set out in the Complaints Procedure.

Complaints received outside of term time will be actioned on the first school day after the holiday period.

Complaints may not be submitted for matters which are dealt with by statutory procedures. This includes admissions to schools, matters likely to require a child protection investigation, exclusion of children from school, whistleblowing, staff grievances or staff conduct. Please refer to the Complaints Procedure for details.

2. Your details

|  |  |
| --- | --- |
| Your name: |  |
| Student’s name (if applicable): |  |
| Your address including postcode: |  |
| Daytime telephone number: |  |
| Email address: |  |

3. Your formal complaint

Please set your complaint out using the space below, including whether you have spoken to anybody about it to date.

|  |
| --- |
|  |

4. What do you consider might resolve your complaint?

|  |
| --- |
|  |

5. Other documents

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Are you attaching any documents?If yes, please list | Yes | [ ]  | No | [ ]  |

**Signature:**

**Date:**

Please submit this form using the e-mail address on the relevant website contacts page.

Official use only

|  |  |
| --- | --- |
| **Date complaint received and logged:** |  |
| **By whom:** |  |
| **Complaint referred to:** |  |