

If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate your concern.

It is, however, important that you attempt to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff or the Headteacher at the school.

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Chair of Governors, c/o the school address.

Please note that should the complaint refer to more than one incident, you should complete a separate form for each incident; this is to clarify individual responsibility and maintain confidentiality, should the case result in a formal hearing.

Your name		
Your address		
Your telephone numbers		
Home	Work	Mobile
If applicable - Childs name and date of birth	Your relationship to the child	
Please give a brief description of your complaint		

When did you report the problem to the school?

--

To whom at the school did you report the problem?

--

What was the response?

--

Have you complained to the school about this before?
YES / NO

--

If so, to whom and when?

--

What steps do you feel should have been taken by the school to resolve the matter?

--

What steps do you feel should now be taken by the school to resolve the matter?

--

Signature: _____

Date: _____

--

THIS SECTION IS FOR SCHOOL USE ONLY

Date form given/sent to complainant	Date form received by school	
Complainants name		
Complainants address		
If applicable: Childs name and d.o.b.	Relationship to the child	
Telephone numbers: Home	Work	Mobile
Nature of complaint		
List of action taken to resolve complaint		
Outcome of complaint		
Date forwarded to Chair of Governors for action		
Any other comments		
If applicable: Date forwarded to Stage 4		



Thorpe Church of England Primary School

Faith, Love and Excellence

Headteacher: Mr Joe Blaney

The Bence, Rosemary Lane, Thorpe, Egham, Surrey TW20 8QD

T. 01932 562329 Email. admin@thorpe.surrey.sch.uk Website: www.thorpe.surrey.sch.uk Instagram: [thorpe_primary](https://www.instagram.com/thorpe_primary)
