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**APPENDIX 1 COMPLAINTS FORM**

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| Your name:  |
| Academy/School: |
| Pupil’s name and class (if relevant):  |
| Your relationship to the pupil (if relevant):  |
| Address:   Postcode: Day time telephone number: Evening telephone number: Email address:  |
| If you are making complaint on behalf of someone else, please provide their details below: |
| Please give details of your complaint:    |
| What action, if any, have you already taken to try to resolve your complaint. (Who did you speak to and what was the response)? |
|   |
| 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 Only**  **Date acknowledgement sent:**  **By who:**   |
| **Complaint referred to:**  **Date:**   |

In the first instance, this form should be addressed to the headteacher.

If the complaint is about the headteacher or a governor, it should be addressed to the chair of the school’s Academy Governing Board, who will determine who is best placed to deal with the complaint.

ALTERNATIVE CONTACTS FOR SPECIFIC CIRCUMSTANCES

Where the complaint relates to the Chief Executive Officer, or a Trustee or a Member, the Chair of the Trustees assumes responsibility.

Where the complaint relates to the chair of the Academy Governing Board, the Chair of the Board of Trustees assumes responsibility.

For complaints to be addressed to the Chair of the Board of Trustees, please contact the Company Secretary:

Via email: Jackie.Goodhall@agoralearning.co.uk

Via post: Jackie Goodhall, Company Secretary, Agora Learning Partnership, The Orchard Primary School, Gammons Lane, Watford, WD24 5JW