

Stage 1

Please complete and return to the Heads PA in the first Instance, who will acknowledge receipt and explain what action will be taken.

Your name:

Student name:

Your relationship to the student:

Address:

Postcode:

Day time telephone number:

Evening telephone number:

Email:

Preferred method of contact:

Please give details of your complaint:

What action, if any, have you already taken to try and 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

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

(Should you not be satisfied with the outcome of the investigation, you will be asked to submit a revised copy of this form to the Head of School).