



FOXHILLS FEDERATION COMPLAINTS POLICY AND PROCEDURE

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Introduction

Foxhills Federation is dedicated to providing the best possible education and support for its pupils. This means having a clear, fair and efficient procedure for dealing with any complaints to or against the Federation, so that any issues that arise can be dealt with as swiftly and effectively as possible.

In accordance with Section 29 of the Education Act 2002, all local authority (LA) maintained schools must have and make available a procedure to deal with all complaints relating to their school and to any community facilities or services that the school provides. This policy is based on advice from the Department for Education: [Best practice guidance for school complaints procedures 2020 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/431221/best-practice-guidance-for-school-complaints-procedures-2020.pdf)

This policy explains the steps that will be followed whenever an issue arises that causes concern.

Who can make a complaint?

This complaints procedure is not limited to parents or carers of children that are registered at the school. Any person, including members of the public, may make a complaint to Foxhills Federation about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

The difference between a concern and a complaint

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the Complaints Policy. Foxhills Federation takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, Mrs Howe will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, Mrs Howe will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Foxhills Federation will attempt to resolve the issue internally, through the stages outlined within this Complaints Policy.

How to raise a concern or make a complaint

A concern or complaint can be made in person, in writing or by telephone. It may also be made by a third party acting on behalf on a complainant, as long as they have appropriate consent to do so.

Complainants should not approach individual governors to raise concerns or complaints. Governors do not have power to act on an individual basis and it may also prevent them from considering complaints at Stage 2 of the procedure

Complaints against school staff (except against the headteacher) should be made in the first instance, to Mrs Howe via the school office. This may be done in person, in writing (preferably on the Complaint Form), or by telephone. Please mark as Private and Confidential.

Complaints that involve or are about the headteacher should be addressed to Mrs Ann Arscott, the Chair of Governors, via the school office. Please mark as Private and Confidential.

Complaints about the Chair of Governors, any individual governor or the whole governing body should be made in writing to Mrs Tracy O'Connor (the Clerk to the Governing Body) via the school office in either school, by email marked Private and Confidential or by telephone to:

admininfants@foxhillsfederation.co.uk 02380292126

adminjuniors@foxhillsfederation.co.uk 02380292126

For ease of use, a template complaint form is included at the end of this policy. If you require help in completing the form, please contact the school office. You can also ask third party organisations like the Citizens Advice to help you.

In accordance with Equality law, we will consider making reasonable adjustments if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

Informal stage

We believe that teachers and other staff have the right to endeavour to resolve an issue and concerns should be raised with them in the first instance. At the end of the school day, after children have been passed safely to adults, all teachers are available to meet parents to discuss any concerns, or you may make an appointment to speak to a teacher or other staff by contacting the school office.

If a complaint is taken straight to the Headteacher or Chair of Governors, they reserve the right to refer it back to the appropriate member of staff if it doesn't warrant their involvement at this point.

Where a complaint cannot be resolved informally the Stage 1 formal complaint process should be followed.

Stage 1 Formal Complaint

On receipt of a formal complaint the headteacher will:

- Record the date the complaint is received and will acknowledge receipt of the complaint in writing (either by letter or email) within **5 school days**.
- Within this response, the headteacher will seek to clarify the nature of the complaint, ask what remains unresolved and what outcome the complainant would like to see. The headteacher can consider whether a face-to-face meeting is the most appropriate way of doing this.

Note: The headteacher may delegate the investigation to another member of the school's senior leadership team but not the decision to be taken.

During the investigation, the headteacher (or investigator) will:

- if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish
- keep a written record of any meetings/interviews in relation to their investigation.

At the conclusion of their investigation, the headteacher will provide a formal written response within **10 school days** of the date of receipt of the complaint.

If the headteacher is unable to meet this deadline, they will provide the complainant with an update and revised response date, which should be no longer than **20 school days** from the receipt of the complaint.

The response will detail actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Foxhills Federation will take to resolve the complaint.

The headteacher will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 1.

Complaints about the headteacher will be considered by a suitably skilled member of the governing body, who will complete all the actions in Stage 1.

Where the complaint is against the governing body, Stage 1 will be considered by an independent investigator appointed by the governing body. This will usually be a member of the governing body of the school with which the federation has a collaborative agreement. At the conclusion of their investigation, the independent investigator will provide a formal written response.

Stage 2 Formal Complaint

If the complainant is dissatisfied with the outcome at Stage 1 and wishes to take the matter further, they can escalate the complaint to Stage 2 – a meeting with members of the governing body's Complaints Committee, which will be formed of the first three, impartial, governors available. This is the final stage of the complaints procedure. They should do this by writing to the Clerk of Governors, Mrs Tracy O'Connor at the office at either school

The Complaints Committee will consist of at least three governors with no prior involvement or knowledge of the complaint. Prior to the meeting, they will decide amongst themselves who will act as the Chair of the Complaints Committee. If there are fewer than three governors from Foxhills Federation available, the Clerk will source any additional, independent governors through the local school with which the Federation has a collaborative agreement or through their LA's Governor Services team, in order to make up the committee. Alternatively, an entirely independent committee may be convened to hear the complaint at Stage 2.

The committee will decide whether to deal with the complaint by inviting parties to a meeting or through written representations, but in making their decision they will be sensitive to the complainant's needs.

If the complainant is invited to attend the meeting, they may bring someone along to provide support. This can be a relative or friend. Generally, we do not encourage either party to bring legal representatives to the committee meeting. However, there may be occasions when legal representation is appropriate.

For instance, if a school employee is called as a witness in a complaint meeting, they may wish to be supported by union and/or legal representation.

Note: Complaints about staff conduct will not generally be handled under this Complaints Policy. Complainants will be advised that any staff conduct complaints will be considered under staff disciplinary procedures, if appropriate, but outcomes will not be shared with them.

Representatives from the media are not permitted to attend.

At least **10 school days** before the meeting, the Clerk will:

- confirm and notify the complainant of the date, time and venue of the meeting, ensuring that, if the complainant is invited, the dates are convenient to all parties and that the venue and proceedings are accessible
- request copies of any further written material to be submitted to the committee at least **5 school days** before the meeting.

Any written material will be circulated to all parties at least **5 school days** before the date of the meeting. The committee will not normally accept, as evidence, recordings of conversations that were obtained covertly and without the informed consent of all parties being recorded.

The committee will also not review any new complaints at this stage or consider evidence unrelated to the initial complaint to be included. New complaints must be dealt with from Stage 1 of the procedure.

The meeting will be held in private. Electronic recordings of meetings or conversations are not normally permitted unless a complainant's own disability or special needs require it. Prior knowledge and consent of all parties attending must be sought before meetings or conversations take place. Consent will be recorded in any minutes taken.

The committee will consider the complaint and all the evidence presented. The committee can:

- uphold the complaint in whole or in part
- dismiss the complaint in whole or in part.

If the complaint is upheld in whole or in part, the committee will:

- decide on the appropriate action to be taken to resolve the complaint
- where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future.

The Chair of the Committee will provide the complainant and Foxhills Federation with a full explanation of their decision and the reason(s) for it, in writing, **within 5 school days**.

The letter to the complainant will include details of how to contact the Department for Education if they are dissatisfied with the way their complaint has been handled by Foxhills Federation

If the complaint is jointly about the Chair and Vice-Chair, the entire governing body, or the majority of the governing body, Stage 2 will be heard by a committee of independent, co-opted governors.

The response will detail any actions taken to investigate the complaint and provide a full explanation of the decision made and the reason(s) for it. Where appropriate, it will include details of actions Foxhills Federation will take to resolve the complaint.

The response will also advise the complainant of how to escalate their complaint should they remain dissatisfied.

Arranging the meeting

If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the meeting. It will then proceed in the complainant's absence on the basis of written submissions from both parties

Roles and Responsibilities

Complainant

The complainant will receive a more effective response to the complaint if they:

- explain the complaint in full as early as possible
- co-operate with the school in seeking a solution to the complaint
- respond promptly to requests for information or meetings or in agreeing the details of the complaint
- ask for assistance as needed
- treat all those involved in the complaint with respect
- refrain from publicising the details of their complaint on social media and respect confidentiality.

Investigator

The investigator's role is to establish the facts relevant to the complaint by

- providing a comprehensive, open, transparent and fair consideration of the complaint through:
 - sensitive and thorough interviewing of the complainant to establish what has happened and who has been involved

- interviewing staff and children/young people and other people relevant to the complaint
- consideration of records and other relevant information
- analysing information
- liaising with the complainant and the complaints co-ordinator as appropriate to clarify what the complainant feels would put things right.

The investigator should:

- conduct interviews with an open mind and be prepared to persist in the questioning
- keep notes of interviews or arrange for an independent note taker to record minutes of the meeting
- ensure that any papers produced during the investigation are kept securely pending any appeal
- be mindful of the timescales to respond
- prepare a comprehensive report for the headteacher or complaints committee that sets out the facts, identifies solutions and recommends courses of action to resolve problems.

The headteacher or complaints committee will then determine whether to uphold or dismiss the complaint and communicate that decision to the complainant, providing the appropriate escalation details.

Complaints Co-ordinator (this could be the headteacher / designated complaints governor or other staff member providing administrative support)

The complaints co-ordinator should:

- ensure that the complainant is fully updated at each stage of the procedure
- liaise with staff members, headteacher, Chair of Governors, Clerk and LAs (if appropriate) to ensure the smooth running of the complaints procedure
- be aware of issues regarding:
 - sharing third party information
 - additional support. This may be needed by complainants when making a complaint including interpretation support or where the complainant is a child or young person
- keep records.

Clerk to the Governing Body

The Clerk is the contact point for the complainant and the committee and should:

- ensure that all people involved in the complaint procedure are aware of their legal rights and duties, including any under legislation relating to school complaints, education law, the Equality Act 2010, the Freedom of Information Act 2000, the Data Protection Act (DPA) 2018 and the General Data Protection Regulations (GDPR)
- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties (if they are invited to attend) and that the venue and proceedings are accessible
- collate any written material relevant to the complaint (for example, stage 1 paperwork, school and complainant submissions) and send it to the parties in advance of the meeting within an agreed timescale
- record the proceedings
- circulate the minutes of the meeting
- notify all parties of the committee's decision.

Committee Chair

The committee's chair, who is nominated in advance of the complaint meeting, should ensure that:

- both parties are asked (via the Clerk) to provide any additional information relating to the

complaint by a specified date in advance of the meeting

- the meeting is conducted in an informal manner, is not adversarial, and that, if all parties are invited to attend, everyone is treated with respect and courtesy
- complainants who may not be used to speaking at such a meeting are put at ease. This is particularly important if the complainant is a child/young person
- the remit of the committee is explained to the complainant
- written material is seen by everyone in attendance, provided it does not breach confidentiality or any individual's rights to privacy under the DPA 2018 or GDPR.

If a new issue arises it would be useful to give everyone the opportunity to consider and comment upon it; this may require a short adjournment of the meeting

- both the complainant and the school are given the opportunity to make their case and seek clarity, either through written submissions ahead of the meeting or verbally in the meeting itself
- the issues are addressed
- key findings of fact are made
- the committee is open-minded and acts independently
- no member of the committee has an external interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure
- the meeting is minuted
- they liaise with the Clerk (and complaints co-ordinator if the school has one).

Committee Member

Committee members should be aware that:

- the meeting must be independent and impartial, and should be seen to be so
No governor may sit on the committee if they have had a prior involvement in the complaint or in the circumstances surrounding it.
- the aim of the meeting should be to resolve the complaint and achieve reconciliation between the school and the complainant
We recognise that the complainant might not be satisfied with the outcome if the meeting does not find in their favour. It may only be possible to establish the facts and make recommendations.
- Many complainants will feel nervous and inhibited in a formal setting
- Parents/carers often feel emotional when discussing an issue that affects their child
- Extra care needs to be taken when the complainant is a child/young person and present during all or part of the meeting Careful consideration of the atmosphere and proceedings should ensure that the child/young person does not feel intimidated.
- The committee should respect the views of the child/young person and give them equal consideration to those of adults.
- If the child/young person is the complainant, the committee should ask in advance if any support is needed to help them present their complaint. Where the child/young person's parent is the complainant, the committee should give the parent the opportunity to say which parts of the meeting, if any, the child/young person needs to attend.
- However, the parent should be advised that agreement might not always be possible if the parent wishes the child/young person to attend a part of the meeting that the committee considers is not in the child/young person's best interests.
- The welfare of the child/young person is paramount.

Anonymous complaints

We will not normally investigate anonymous complaints. However, the headteacher or Chair of Governors, if appropriate, will determine whether the complaint warrants an investigation.

Time scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

Complaints received outside of term time

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

Scope of this Complaints Procedure

This procedure covers all complaints about any provision of community facilities or services by Foxhills Federation other than complaints that are dealt with under other statutory procedures, including those listed below.

Exceptions	Who to contact
<ul style="list-style-type: none">• Admissions to schools• Statutory assessments of Special Educational Needs• School re-organisation proposals	Concerns about admissions, statutory assessments of Special Educational Needs, or school re-organisation proposals should be raised with <insert local authority details>
<ul style="list-style-type: none">• Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our Child protection and Safeguarding policy and in accordance with relevant statutory guidance. If you have serious concerns, you may wish to contact the local authority designated officer (LADO) who has local responsibility for safeguarding or the Multi-Agency Safeguarding Hub (MASH). <insert LADO/MASH details> .
<ul style="list-style-type: none">• Exclusion of children from school*	Further information about raising concerns about exclusion can be found at: www.gov.uk/school-discipline-exclusions/exclusions . <i>*Complaints about the application of the behaviour policy can be made through the school's complaints procedure. <link to school behaviour policy>.</i>
<ul style="list-style-type: none">• Whistleblowing (protected disclosures)	We have an internal whistleblowing procedure for all our employees, including temporary staff and contractors. The Secretary of State for Education is the prescribed person for matters relating to education for whistleblowers in education who do not want to raise matters direct with their employer. Referrals can be made at: www.education.gov.uk/contactus . Volunteer staff who have concerns about our schools should complain through the schools' complaints procedure. You may also be able to complain direct to the LA or the Department for Education (see link above), depending on the substance of your complaint.
<ul style="list-style-type: none">• Staff grievances	Complaints from staff will be dealt with under the school's internal grievance procedures.
<ul style="list-style-type: none">• Staff conduct	Complaints about staff will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary

	action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
<ul style="list-style-type: none"> Complaints about services provided by other providers who may use school premises or facilities 	Providers should have their own complaints procedure to deal with complaints about service. Please contact them direct.
<ul style="list-style-type: none"> National Curriculum - content 	Please contact the Department for Education at: www.education.gov.uk/contactus

If other bodies are investigating aspects of the complaint, for example the police, local authority (LA) safeguarding teams or Tribunals, this may impact on our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Foxhills Federation in relation to their complaint, we will consider whether to suspend the complaints procedure in relation to their complaint until those legal proceedings have concluded.

Complaint campaigns

If the school receives large volumes of complaints all based on the same subject from complainants unconnected with the school it may, if this is appropriate, send a template response to all complainants or publish a single response on our school website.

Resolving complaints

At each stage in the procedure, Foxhills Federation wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

A request to escalate to Stage 2 must be made to the Clerk, via the school office, within **5 school days** of receipt of the Stage 1 response.

The Clerk will record the date the complaint is received and acknowledge receipt of the complaint in writing (either by letter or email) within **5 school days**.

Requests received outside of this time frame will only be considered if exceptional circumstances apply.

The Clerk will write to the complainant to inform them of the date of the meeting. They will aim to convene a meeting within **15 school days** of receipt of the Stage 2 request. If this is not possible, the Clerk will provide an anticipated date and keep the complainant informed.

Serial and Persistent Complainants

The Federation values its partnership with parents and will do all it can to resolve a complaint. If the complainant remains dissatisfied, despite all stages of the procedures having been followed, and tries to reopen the same issue, the Chair of Governors will inform them in writing that the procedure has been exhausted and that the matter is now closed. If the complainant writes again on the same

issue, then the correspondence may be recognised as vexatious and there will be no obligation on the part of the Federation to respond.

Where an individual's behaviour is causing a significant level of disruption, the Federation reserves the right to implement a tailored communications strategy such as restricting the complainant to a single point of contact via an email address or by limiting the number of times they make contact, e.g., a fixed number of contacts per term. Complainants who may have been restricted in their communications with the Federation may be advised to ask a third party to act on their behalf, such as the local Citizen's Advice Bureau.

It is important to note that complainants do have a right to have any new complaint heard and that it will be responded to in accordance with this Complaints Policy. However, if a complainant persists to the point that the Federation considers it to constitute harassment, legal advice will be sought. In extreme cases, an injunction or other court order may be issued to complainants because of their behaviours (see Unreasonable Complaints below).

Dealing with Unreasonable Complaints

Foxhills Federation is committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with the Federation.

Foxhills Federation defines unreasonable complainants as "those who, because of the frequency or nature of their contacts with the Federation, hinder our consideration of their or other people's complaints".

A complaint may be regarded as unreasonable when the person making the complaint:

- refuses to articulate their complaint or specify the grounds of a complaint or the outcomes sought by raising the complaint, despite offers of assistance
- refuses to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- refuses to accept that certain issues are not within the scope of a complaints procedure
- insists on the complaint being dealt with in ways which are incompatible with the Federation's complaints procedure or with good practice
- introduces trivial or irrelevant information which the complainant expects to be considered and commented on, or raises large numbers of detailed but unimportant questions, and insists they are fully answered, often immediately and to their own timescales
- makes unjustified comments about staff who are trying to deal with the issues, and seeks to have them replaced
- changes the basis of the complaint as the investigation proceeds
- repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- refuses to accept the findings of the investigation into a complaint where the Federation's complaint procedure has been fully and properly implemented and completed, including referral to the Department for Education
- seeks an unrealistic outcome
- makes excessive demands on school time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint in person, in writing, by email and by telephone while the complaint is being dealt with. Complainants should limit the numbers of communications with the Federation while a complaint is being progressed. It is not helpful if repeated correspondence is sent (either by letter, phone, email or text) as it could delay the outcome being reached.

Unreasonable behaviour by a complainant

Regardless of how the complaint may be expressed (face to face, by telephone, or in writing), a complaint may also be considered unreasonable: ~~if the person making the complaint does so either face-to-face, by telephone or in writing or electronically:~~

- maliciously
- aggressively
- using threats, intimidation or violence
- using abusive, offensive or discriminatory language
- knowing it to be false
- using falsified information
- publishing unacceptable information in a variety of media such as in social media websites and newspapers

We do not expect our staff to tolerate unacceptable behaviour and will take action to protect staff from such behaviour. In response to any serious incident of aggression or violence, the concerns and actions taken will be put in writing immediately and the police informed. This may include banning an individual from the Federation site.

Applying a judgement of unreasonable behaviour

Whenever possible, the Headteacher or Chair of Governors will discuss any concerns with the complainant informally before applying an 'unreasonable' judgement. If the unreasonable behaviour continues the Headteacher will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who cause a significant level of disruption, the Federation may specify methods of communication and limit the number of contacts via a communication plan. This will usually be reviewed after 6 months.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Next Steps

If the complainant believes the school did not handle their complaint in accordance with the published complaints procedure or they acted unlawfully or unreasonably in the exercise of their duties under education law, they can contact the Department for Education after they have completed Stage 2.

The Department for Education will not normally reinvestigate the substance of complaints or overturn any decisions made by Foxhills Federation. They will consider whether the Federation has adhered to education legislation and any statutory policies connected with the complaint.

The complainant can refer their complaint to the Department for Education online at: www.education.gov.uk/contactus, by telephone on 0370 000 2288 or by writing to:

Department for Education
Piccadilly Gate
Store Street
Manchester
M1 2WD.

Complaints Flow Chart

Stage	Complainant's actions	School's actions
Informal complaint	Communicate with class teacher or other staff member	<ul style="list-style-type: none"> • Listen to complainant and record concern • Discuss issue • Attempt to resolve within 5 school days • Consider who else could deal with the matter
Outcome	Satisfied	Record matter closed
Outcome	Not satisfied	Explain complainant can escalate to Formal Stage 1
Formal Stage 1	Write to headteacher outlining complaint, ideally using Complaint Form Appendix 2	Headteacher will: <ul style="list-style-type: none"> • Acknowledge complaint, investigate. • Try to resolve within 5 school days. • Arrange to meet parent, if necessary • Confirm outcome in writing within 20 school days
Outcome	Satisfied	Record matter closed
Outcome	Not satisfied	Explain complainant can escalate to Formal Stage 2
Formal Stage 2	Write to the Clerk of Governors at the office of either school, outlining the reasons for requesting to proceed to a Governors' Panel Hearing.	Convene a panel within the prescribed time limits. Advise complainant and gather relevant documents
Outcome	Satisfied	Record matter closed
Outcome	Not satisfied. Complainant must write to the Secretary of State for Education	Provide address

Complaints Form

This form should be used for complaints related to the Federation, in accordance with the Federation Complaints Policy.

Stage 1 complaint. Please complete and return to the Headteacher (marked Private and Confidential).

Stage 2 complaint Please complete and return to the Clerk of Governors (marked Private and Confidential).

Title: Mr/Mrs/Ms/Dr (other):	First name:	Surname:
Name of child and class:		Your relationship to the child:

Address:	
Town/ City:	Postcode:
Contact numbers: Daytime	Evening
Email address:	

Please categorise/ title the complaint: *e.g., Complaint against a policy, pupil or member of staff (please identify)*

Please outline the main point(s) of the complaint:

Please continue on separate paper, if necessary

What action, if any, have you already taken to try and resolve the complaint? e.g., who did you speak to, and what was their response?

What actions do you feel might resolve the problem at this stage?

Are you attaching additional paperwork? If so, please give details.

By signing this, I agree that I have read and understood the attached Complaint policy.

Signature:

Date:

Date Stage 1 complaint received:

Date acknowledgement of complaint sent:

By whom:

Date complaint responded to:

By whom: