

**Stage 2 Formal Complaint Form**

Complainants are asked to complete this Stage 2 Formal Complaint Form when wishing to escalate their complaint from Stage 1 (informal) to Stage 2 (formal) in accordance with the school’s published Complaints Policy (available on the school website at [www.cannockchasehigh.com](http://www.cannockchasehigh.com)). Complainants are welcome to raise complaints in person or via telephone and will be supported to respond to the questions outlined below.

Please complete and return to the Headteacher who will acknowledge receipt and explain what action will be taken.

|  |  |
| --- | --- |
| Complainant’s Name |  |
| Student’s Name (if relevant): |  |
| Your relationship to the student (if relevant): |  |
| Address: |  |
| Postcode: |  |
| Daytime Telephone Number: |  |
| Evening Telephone Number: |  |
| Please give details of your complaint below. | |
| Please outline what school policy (or policies) and/or legislation that you believe have been breached that give grounds to your complaint? | |
| **Stage 1 Outcome**  In accordance with the Complaints Policy (available on the school website), please outline below details of the Stage 1 (informal) process that will have preceded a Stage 2 Formal Complaint. | |
| Which staff member did you raise the complaint with at Stage 1 (informal) |  |
| What actions are you aware of that have been taken by the school to resolve the complaint at Stage 1 (informal)? | |
| Explain why you remain dissatisfied with the current outcome from Stage 1 (informal)? | |
| What actions do you feel might resolve the complaint at Stage 2 (formal)? | |
| Are you attaching any paperwork? If so, please give details? | |
| Signature: | |
| Date: | |

**Office Use**

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| --- | --- |
| **Date acknowledgement sent:** |  |
| **By who:** |  |
| **Complaint referred to:** |  |
| **Date:** |  |