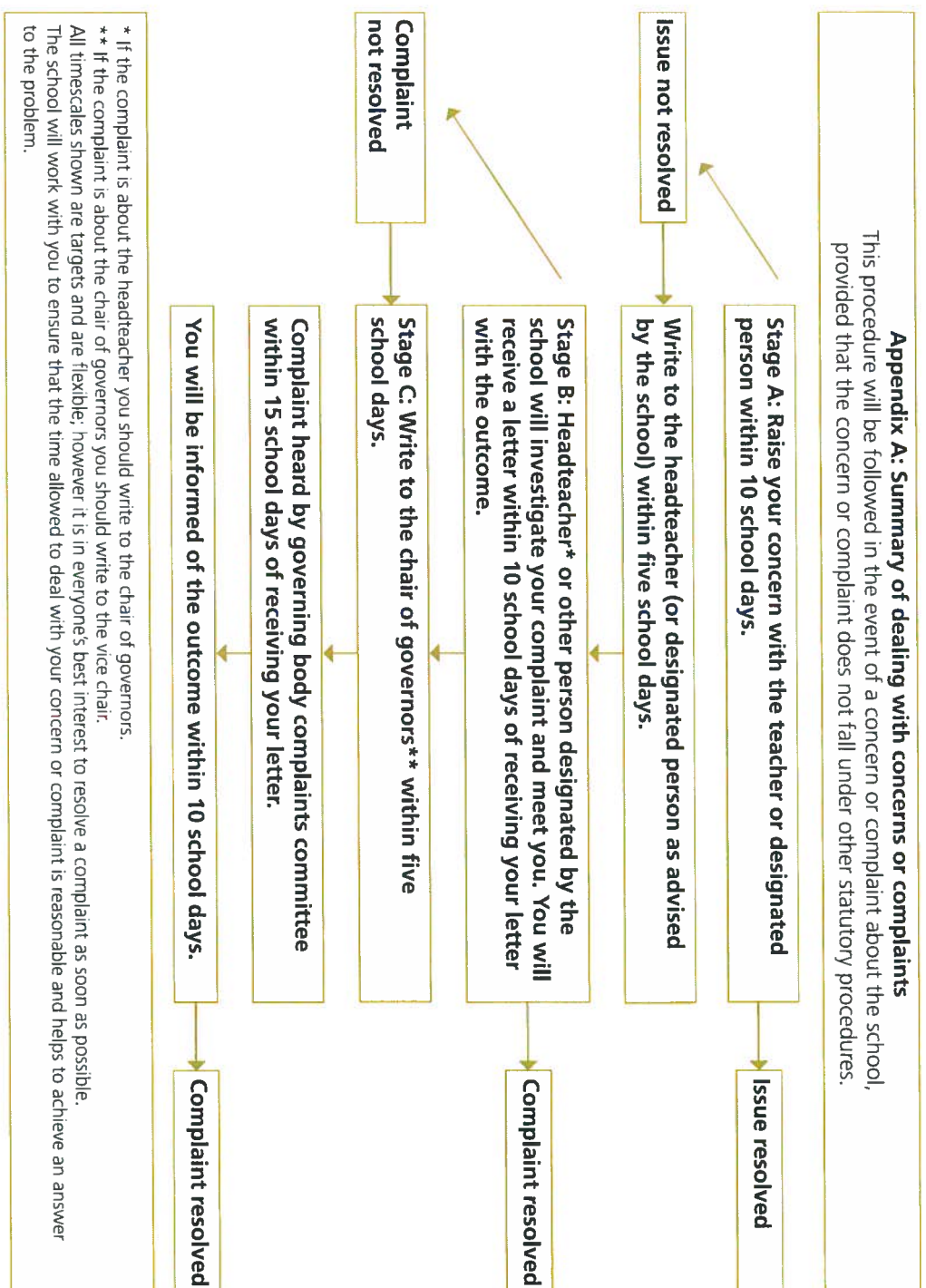


Appendix A: Summary of dealing with concerns or complaints



Appendix B: Model complaint form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details

Surname	
Forename(s)	
Title: Mr/Mrs/Ms/other	
Address and postcode	
Daytime phone number	
Mobile phone number	
e-mail address	

How would you prefer us to contact you?

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full	
Address and postcode	
What is your relationship to them?	
Why are you making a complaint on their behalf?	

C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 Name of the school you are complaining about.

C.2 What do you think they did wrong or did not do?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

C.6 What do you think should be done to put matters right?

C.7 Have you already put your complaint to a member of staff?
If so, please give brief details about how and when you did so.

Signature of complainant:

Date:

**Signature if you are making a complaint on behalf
of someone else**

Signature:

Date:

Please send this form and any documents to support your
complaint to:

[Insert name of complaint handler]

[Insert address and contact details of complaint handler]

Official Use

Complaints procedures
for school governing
bodies in Wales
Guidance document no:
011/2012
Date of issue:
October 2012

Date acknowledgement sent:
By whom:
Complaint referred to:
Date: