**COMPLAINT FORM-Stage Two**

If you have a matter that you would like to raise with Charles Dickens Primary School and nursery, we would like to support you in progressing this forward. Please provide us with the following information for us to assist you. Once completed please return the form to the Headteacher via the school complaints co-ordinator.

Maria Faherty

Complaints Co-ordinator

Email: [office@charlesdickens.southwark.sch.uk](mailto:office@charlesdickens.southwark.sch.uk)

Postal Address: Charles Dickens Primary School, Toulmin Street, London, SE1 1AF.

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| --- | --- |
| Pupil Name: (If applicable) |  |
| School attended: |  |
| Year Group/Class: (If Applicable) |  |
| Complainants Name: |  |
| Relationship to pupil: |  |
| Email: |  |
| Telephone Number: |  |
| \*Address: |  |

\*Where the writer is not a parent or carer raising the complaint please provide your address

**Please give as much detail as possible regarding your complaint in the following sections 1-4.**

1. Please provide us with full details of the matter in question - if this involves dates, times and witnesses please include them. This will enable the school to properly investigate.

2. What action have you taken so far to resolve this matter (Who did you speak to and what was their response)

3. If you have not yet taken any action, please set out your reasons why below:

4. What actions do you feel might resolve the matter at this stage?

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_