

3.4 Downs Way School: complaints form



If you are not satisfied or feel that you have been unfairly treated, we would like you to indicate your concern.

It is, however, important that you attempt to resolve any difficulties in the first instance by discussing your concerns/complaint with a member of staff or the Headteacher at the school.

If you have tried this and are still not satisfied with the response then please fill in all the sections of this form and return it to the Chair of the Governing Body, c/o Downs Way School, Downs Way, Oxted, Surrey, RH8 0NZ.

Please note that should the complaint refer to more than one incident, you should complete a separate form for each incident; this is to clarify individual responsibility and maintain confidentiality, should the case result in a formal hearing.

Your name:		
Your address:		
Your telephone numbers		
Home:	Work:	Mobile:
If applicable - Child's name and date of birth:	Your relationship to the child:	

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Please give a brief description of your complaint:

When did you report the problem to the school?

To whom at the school did you report the problem?

What was the response?

Have you complained to the school about this before? Yes/No

If so, to whom and when?

What steps do you feel should have been taken by the school to resolve the matter?

What steps do you feel should now be taken by the school to resolve the matter?

Signature:

Date: