



Wavell Community Schools' Federation

Executive Headteacher: Mrs Gillian Crouch



It will help us if you use this form to make your complaint but please write a letter if you prefer, covering all the points on the form. Please continue your answers on a separate sheet if there is not enough space on this form. Do remember that you will need to tell us what needs to happen to resolve your complaint. When you have filled in the form, send it to The Executive Headteacher or Chair of the Governing Board if the complaint is about the Executive Headteacher Mrs Gillian Crouch of Wavell Community Schools' Federation. If you need any help completing this form please contact the school. If this is a complaint about a governor please send it to the Clerk to the Governing Board.

We will only process your personal data in order to respond to your complaints. In general it will be used for administrative and statistical purposes.

Your name

Mr Ms Mrs Miss Other
First name (BLOCK CAPITALS)
Surname (BLOCK CAPITALS)

Your address

.....
Postcode

Daytime tel. no.

.....

Mobile tel. no.

.....

Email address

.....

Do you have any special requirements, for example if English is not your first language, disabilities?

.....

Have you contacted the school about this matter before?
No

Yes

If yes, who did you contact, when and how?

.....

Have you received a reply?

Yes No

If so, when was this?

Please explain your complaint.

What action, if any, have you already taken to try to resolve your complaint?
(Who did you speak to and what was the response?)

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

Please use additional sheets if required.

If you have any documents to support your complaint, please send them with this form. Please tick the box if you would like them returned to you.

We will send an acknowledgement within 5 working days of receiving your communication and will tell you what is happening. If a further response is required, this should reach you within 20 working days.

FOR OFFICE USE ONLY

Complaint reference

Date
Received

Acknowledgement
sent

Substantive reply sent