

Ashgate Primary School Complaints Form



This form is provided to assist in the sharing of information related to a complaint. You are not obliged to use this format and can make your complaint in person or in writing (including email). Depending on the outcome of any investigation, you may be required to submit a written complaint at a later stage. The school can assist you in doing this.

Section 1

About you:

Name	
Address	
Pupil name (if applicable)	
Telephone number	
Address	
Email	

How would you prefer to be contacted?

Telephone ☐
Letter ☐
Email ☐

Section 2

Previous actions:

Informal stage: Please list details of who you have already spoken to about your concern/complaint and when this happened (including any known dates or actions agreed).

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Section 3:

The nature of your complaint:

Please give details of your complaint. Please include details that will help the investigation, such as names of potential witnesses, dates and times of events, and copies of relevant documents (use additional paper if required).

Seeking resolutions: It is important that you tell us what you would like to happen to put things right. Please list any actions you feel appropriate:

Section 4

Confirmation of your complaint

Please sign and date this document.

The Headteacher will acknowledge receipt of your complaint with 3-5 working days of receipt. An investigation and feedback/action will be shared with 10 days (See Stage 1 of the School Complaints Policy). If it is necessary to seek confirmation or further details are required, you may be contacted by the school via your preferred method.

If the complaint fulfils the criteria for Stage 2 of the policy, the Chair of Governors (or an allocated investigating governor) will respond formally within 15 working days.

Signed _____

Date _____

Your form can be handed in to the office in a sealed envelope and addressed to the Headteacher
or
emailed to admin@ashgate.derby.sch.uk

Alternatively, **if the complaint is directly about the Headteacher**, address a letter to the Clerk to Governors / Chair of Governors.

or
emailed to (clerk@ashgate.derby.sch.uk) or Chair of Governors (Chair@ashgate.derby.sch.uk)