

Appendix D

Ongar Place Primary School Formal Complaints Form (Stage 2)

| | |
|--|--------|
| Name | |
| Name of pupil, year group and your relationship to them | |
| Contact address | |
| Contact telephone day | |
| Contact telephone mobile | |
| Contact email address | |
| Details of the complaint | |
| | |
| Action taken so far (including staff member who has dealt with it so far) or solutions offered | |
| | |
| The reason that this was not a satisfactory resolution for you | |
| | |
| What action would you like to be taken to resolve the problem? | |
| | |
| Signed: | Date: |
| <i>Official Use</i> | |
| Date received | Signed |

Appendix E

Ongar Place Primary School Formal Complaints Form (Stage 3)

| | |
|---|--------|
| Name | |
| Name of pupil, year group and your relationship to them | |
| Contact address | |
| Contact telephone day | |
| Contact telephone mobile | |
| Contact email address | |
| Reasons for requesting a Stage 3 Complaint Review (reasons why you feel your concerns have not been fully addressed, and any evidence that you feel has not been fully considered) | |
| | |
| Which element(s) of your complaint remain unresolved from the previous stage? | |
| | |
| What outcome are you seeking from the Stage 3 Complaint Review? | |
| | |
| Signed: | Date: |
| <i>Official Use</i> | |
| Date received | Signed |

If you need procedural advice regarding your complaint please contact the Area Schools Support Service via the Surrey County Council Contact Centre on 0300 200 1004.