

Hatton Academies Trust Complaint Form Stage 3

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned.

A. Your Details

Name in Full:

Address including postcode:

Email Address:

Daytime Phone Number:

Mobile Phone Number:

B. If you are making a complaint on behalf of someone else, what are their details?

Their Name in Full:

Address including postcode:

What is your relationship to them?

Why are you making a complaint on their behalf?

C. About your complaint

C1. Name of the Academy you are complaining about:

C2. Nature of the complaint (please use additional sheets if required):

C3. Stage 1 – the date you first logged your complaint and the name of the member of staff who dealt with the complaint.

C4. Stage 2 – the date you logged your complaint form to the Academy Principal (please enclose a copy of this form).

C5. Detail why your complaint remains unresolved after Stages 1 and 2, explaining why you wish to escalate to Stage 3. (please use additional sheets if required)

Signature of complainant:

Date:

Signature if you are making a complaint on behalf of someone else:

Signature:

Date:

Please email this form including your supporting documents to Debbie Felce:

by email : felced@hattonacademiestrust.org.uk

or send a hard copy to: Debbie Felce, Hatton Academies Trust, Orchard House, The Pyghtle, Wellingborough, Northants. NN8 4RP.

OFFICIAL SCHOOL USE

Date complaint received:

Complaint referred to:

Date: