



## **Complaints Procedure Form**

Complaints need to be sent in writing.

Parents are asked to either write their complaint/s in letter format or complete the enclosed Complaints Procedure form.

Please then send to:

Mrs G Hossack

Chair of Governors

C/o: Governor Support Officer

Bunny Hill

Primary Care Centre, Hylton Lane,

Sunderland, SR5 4BW.

E-mail: [Willaim.Harrison@togetherforchildren.org.uk](mailto:Willaim.Harrison@togetherforchildren.org.uk)

**Please complete and return to Chair of Governors who will acknowledge receipt and explain what action will be taken.**

**Your name:**

**If you have a child at the Academy:**

**Pupil's name:**

**Your relationship to the pupil:**

**Address:**

**Postcode:**

**Day time telephone number:**

**Evening telephone number:**

**Please give details of your complaint:**

**What action, if any, have you already taken to try and 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?**

**Are you attaching any paperwork? If so, please give details.**

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**