**Red Gates School**

**Annex A - Complaints Policy, Stage 2 Form**

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| Please complete and return to the Head Teacher or Chair of Governors who will acknowledge receipt and explain what action will be taken. **You should return this form within 10 school days of receipt of the response you had to Stage 1** | |
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| I wish to meet ……………………………………………….. to discuss the following matter: | |
| Your name: | |
| Pupil’s name: | |
| Your relationship to the pupil: | |
| Address: | Daytime telephone number: |
| Evening telephone number: |
| Postcode: | Email address: |
| Please give details of your complaint/concern (*including date, times, details of witnesses etc) to allow the matter to be fully investigated):* | |
| What action 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. | |
| Dates/times when it would be most convenient for a meeting | |
| Signature: | Date: |
|  | |
| When we receive a written complaint, we aim to acknowledge its receipt within 2 days and send a full (or interim) response within 5 days | |
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| **SCHOOL USE:** | |
| Date received: | By whom? |
| Date acknowledgement sent: | By whom? |
| Complaint referred to: | By whom? |
| Please return this form to the Head Teacher  **melissahendry@redgates.croydon.sch.uk** | |