**LIPSON VALE PRIMARY SCHOOL COMPLAINTS FORM**

This form is designed to help you ask the complaints co-ordinator to investigate your formal complaint, or where your complaint is against the headteacher to ask the Clerk to the Board of Governors to arrange a Complaints Appeal Panel meeting.

Please complete this form and return it to [lipson.vale.primary.school@plymouth.gov.uk](mailto:lipson.vale.primary.school@plymouth.gov.uk) FAO Headteacher (complaints co-ordinator) who will acknowledge receipt and explain what action will be taken.

If you need assistance with completing this form please contact the school administrator or parent support adviser.

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| --- | --- |
| Your name: |  |
| Pupil’s name: |  |
| Your relationship to the pupil: |  |
| Your address: |  |
| Your postcode: |  |
| Your telephone number (daytime): |  |
| Your telephone number (evening): |  |
| Your email: |  |
| Please give details of your complaint including dates, names of staff and what happened: | |
|  | |
| What have you already done to try and sort out your complaint, including who have you spoken to at school and what did they say? | |
|  | |
| What do you feel would be a satisfactory and reasonable outcome to this complaint? | |
|  | |
| If you have attached any relevant documents to this form please list them below: | |
|  | |
| Your signature: |  |
| Date: |  |
| **OFFICE USE ONLY** | |
| Date acknowledgment sent: |  |
| By who: |  |
| Complaint referred to: |  |
| Date: |  |

**Data Protection Act** – We will hold personal data about you in our files and on computer. We will hold this data securely and only use it to help us to deal with your comment or complaint. You have rights under the Data Protection Act 1998 to have a copy of your personal data. There are exceptions to this right, the main one being where we feel that releasing particular information to you would prevent us from properly investigating your complaint. A fee will normally be charged. Analysis will be restricted to types of complaints and individual complainants will not be identified. The analysis will be reported to the Board of Governors on an annual basis. The reporting will include identifying particular trends of complaints, which may require some change in the school’s procedures.