

**VENTRUS FORMAL COMPLAINT FORM TEMPLATE**

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| **Your name:**  **Pupil’s name:**  **Your relationship to the pupil:**  **Address:**  **Postcode:**  **Daytime telephone number:**  **Evening telephone number:**  **Email address:** |
| **If you have attempted to resolve this complaint informally at Stage 1, please provide evidence of the steps you have taken to resolve the matter e.g. dates of meetings, details of who you spoke to, copies of letters/emails to the school, copies of written responses from the school.** |
| **If you have not attempted to resolve the matter informally, please offer a brief summary of the reason you have made that decision.** |
| **Please provide the details of your complaint.** |
| **How do you believe this complaint can be resolved at this stage?** |
| **Please list the letters/emails/documents you are attaching to this complaint.** |
| **Signature: Date:** |
| ***Official use***  ***Date acknowledgement sent:***  ***By whom:***  ***Complaint referred to:***  ***Date:*** |