

PARENTAL COMPLAINT FORM

Please read the School's Parental Complaints Policy before completing this form. It provides information on when and how this form should be completed.

The purpose of this form is to provide the school with the information it needs to fully understand the complaint and the redress being sought. Parents are asked to complete this form when making a formal complaint but it is not mandatory. It is acceptable to provide information about the complaint using other methods.

To be completed by those with **parental responsibility** for a current pupil and returned to the Head Teacher via mark_brain@westbrookhay.co.uk. If the complaint is against the Head Teacher please return the form to the Chair of Governors via the Clerk to the Governors, Kelly Freeman (kelly_freeman@westbrookhay.co.uk)

Your name(s)	
Name of pupil(s), year(s) and your relationship to them	
Contact address	
Contact Telephone day	
Contact telephone mobile	
Contact email address	
Details of the complaint ¹	

¹ Please provide details of the nature of your complaint. If you have more than one ground of complaint we suggest numbering them so that each is considered in turn. If you require more space you may wish to attach an additional page setting out your complaint.

Action taken to date (including staff member(s) who has/have dealt with it so far) and solutions offered

The reason(s) that this was not a satisfactory resolution for you

What action(s) would you like to be taken to resolve your complaint?

Signature(s):

Date:

School use
Stage in the complaint's procedure (circle as appropriate): 1 2 3
Date acknowledgement sent:
By whom:
Complaint referred to:
Action taken:
Date:
By whom:

HOW WE MAY USE PERSONAL INFORMATION

The School processes data in accordance with its [Privacy Notice](#). When dealing with complaints the School (including any Panel members appointed under the Stage 3 process) may process a range of information, which is likely to include:

- This completed complaint form
- Date when the issue was raised
- Name of parent(s) and pupil(s)
- Description of the issue
- Records of all the investigations
- Pupil records (as appropriate)
- Witness statements (as appropriate)
- Name and contact details of member(s) of staff handling the issue at each stage
- Copies of all correspondence on the issue (including emails and records of phone conversations)
- Notes/ minutes of meetings including the Panel hearing, and
- The Panel's written decision.

As part of the complaints process we may also process 'special category personal data' (as further detailed in the School's Privacy Notice, but potentially including, for instance, information relating to physical or mental health) where this is necessary owing to the nature of the complaint. This data will be processed in accordance with the School's Data Protection Policy.

The School will keep records of formal complaints and Complaints Panel hearings, as required by regulation. It will do so in accordance with its Privacy Notice, Data Protection Policy and Data Retention Policy.