Tame River Educational Trust

Great schools in which to learn, teach and belong

Formal Complaint Form: Stage 2

Please complete and return this form to the Headteacher's Personal Assistant who will acknowledge receipt and explain what action will be taken.

If you have not had an informal conversation with a member of staff about your concerns, please contact school before you complete this form. This will allow us to try and resolve the issue. If you submit this form and you have not tried to resolve your concern through the informal process then you are likely to be directed back to Stage 1 of the complaint process.

You do not need to write a long letter when submitting your complaint – in fact, keeping it short usually helps us reply more quickly. We will check this form to make sure we have the information we need. This includes things like any people involved, the date and time of any events, and what you would like us to do to put things right. We will ask you if anything is not clear.

Use of Artificial Intelligence (AI)

Some people like to use AI tools to help organise their thoughts. We recommend against using public AI tools because they can store and republish personal information, such as sensitive details about your child. AI tools can also introduce inaccurate information, like old guidance or laws from other countries. This can delay us responding to you. You should always carefully check the output to make sure it is accurate.

Your name:	**Student name:**
Your relationship to the student:	**Student date of birth:**
Address and postcode:	**Daytime phone:**
	Evening phone:
	Email:

Please tick the box next to whom you are addressing this complaint form to:

a) ☐ To the Headteacher (for complaints about a member of staff or a school issue)

b) ☐ The Chair of the Local Governing Body (for complaints against the Headteacher or member of the Local Governing Board)

c) ☐ The Chair of Trustees (for complaints against the Chair of Governors, a Trustee or the CEO)

d) ☐ The Chair of the Trust Members (for complaints against the Chair of Trustees)

What are you concerned about? Include the names of any people involved and the dates and times of relevant events.

Who have you spoken to at the school or trust about your concerns?

What can we do to help put things right?	
Signature:	**Date:**