

COMPLAINTS PROCEDURE FORMAL RECORD FORM

This section to be completed by the Service User:

Name:

Relationship with School

(eg parent of a pupil)

Address

Daytime Telephone number

Evening Telephone Number

Summary of Complaint

Please set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets if required but please be as concise as possible.



10-16 Acre Lane, Brixton, SW2 5SG 65-73 Staines Road, Hounslow TW3 3HW 94 Baresford Street. Ground Floor. Royal Sovereign House. Woolwich. SE18 6BF

Individuals involved:

Please provide the names, job title and contact details of any people involved in your complaint, including witnesses.

Have you tried to resolve the complaint informally?

If yes please provide a brief summary of the outcome and why you feel that your complaint has not been resolved satisfactorily.

Yes


If no, please provide a brief summary why you have not tried to resolve the complaint informally.


No





 10-16 Acre Lane, Brixton,
SW2 5SG

 0203 302 1524

 65-73 Staines Road,
Hounslow TW3 3HW

 0208 127 6155

 94 Baresford Street. Ground Floor. Royal
Sovereign House. Woolwich. SE18 6BF

 0208 317 7911

Date:

Resolution:

Please provide a brief summary of the resolution you are seeking