
COMPLAINTS FORM



Management Committee voted to adopt this Cambridgeshire County Council Complaints policy on 7 November 2019

Where 'The Governing Body' is mentioned within the policy it refers to the Pilgrim PRU Management Committee.

Where 'the school' is mentioned within the policy it refers to The Pilgrim PRU.

Approved by:	Management Committee	Date approved:	1 st November 2020
Date reviewed:	November 2019	Next review due by:	November 2020
Policy Lead:	Leah Miller, Headteacher	Ownership:	Cambridgeshire County Council

School Name: _____ **Complaint Form**

Section A – Your Details

Title – Mr/Mrs/Ms/Other	<input type="text"/>
Surname	<input type="text"/>
Forename	<input type="text"/>
Home Tel No	<input type="text"/>
Mobile Tel No	<input type="text"/>
Email Address	<input type="text"/>
Address and Postcode	<input type="text"/>

How would you prefer us to contact you?

Section B

Please give details of your complaint, including whether you have spoken to anybody at the school about it (please use a continuation sheet if necessary)

What would constitute a satisfactory resolution of your complaint?

School Name: _____ Complaint Review Request Form

Section A – Your Details

Title – Mr/Mrs/Ms/Other

Surname

Forename

Home Tel No

Mobile Tel No

Email Address

Address and Postcode

How would you prefer us to contact you?

Section B

Please give reasons why you consider the response to your complaint from the Chair of Governors should be reviewed.

Please use a continuation sheet if required

What would constitute a satisfactory outcome by way of resolution of your complaint?

If at the end of the process you are not satisfied with the handling of your complaint and are seeking redress beyond the school you can contact the DFE. See Page 17 of our complaints policy for more details.