



CRANMER EDUCATION TRUST

COMPLAINTS POLICY

Policy approved by the CEO 10th February 2017

Signed 

Julie Hollis, CEO

RENEWAL DATE SPRING 2020.

CRANMER EDUCATION TRUST

THE BLUE COAT SCHOOL, EGERTON STREET, OLDHAM. OL1 3SQ

Policy Aim and Statement

This Complaints Policy helps underpin the mission statement of The Cranmer Education Trust, and each academy within the Trust. Its aim is to ensure that a concern, difficulty or complaint is managed sympathetically, efficiently and at the appropriate level and resolved as soon as possible. Doing so is good practice, fair to those concerned and helps to promote parents' and students' confidence in each Academy's ability to safeguard and promote welfare. Academies will try to resolve every concern, difficulty or complaint in a positive way with the aim of putting right a matter which may have gone wrong and, where necessary, reviewing the Academy's systems and procedures in the light of the matters raised.

Each Academy needs to know as soon as possible if there is any cause for dissatisfaction. Parents and students should never feel – or be made to feel – that raising a concern, difficulty or complaint will adversely affect the student's future at the Academy, or place the student at a disadvantage in any way.

Application

The Trust Academies are governed by the Education (Independent School Standards) (England) Regulations 2010 (as amended) ("the Regulations"). This Complaints Policy has been formulated to comply with Schedule 1, Part 7 of the Regulations, as well as equality legislation and the rules of natural justice.

This Complaints Policy applies to all concerns and complaints of the parents of students at the Academies, other than those involving child protection issues, or relating to admissions, exclusions and SEN, for which there are separate statutory procedures. Where a complaint is made against a member of staff, depending upon the nature and seriousness of the complaint, the matter may be dealt with under separate HR procedures which are strictly confidential, rather than under this Complaints Policy.

This Complaints Policy distinguishes between a concern or difficulty, which can usually be resolved informally, and a formal complaint which will require further investigation.

The Rules of Natural Justice

Simply put, the rules of natural justice relate to fairness. Each Academy will ensure that all concerns, difficulties or complaint are dealt with the principles of natural justice:

- Information and documentation which relates to the matters raised will be shared with all the people involved;
- Everyone will have the opportunity to present their case and respond to others involved;
- The people who investigate and make decisions will be impartial;
- All decisions will be made on a balanced and considered assessment of the information;
- All decisions will be based on logical conclusions;
- All decisions will be supported by reasons which will be explained to all those involved.

Equality Act 2010

All CET Academies will deal with concerns, difficulties and complaints in accordance with their duty under the Equality Act 2010. Further details can be found in the CET's Equality Policy.

Terms Used

For the purpose of this Complaints Policy, a "parent" includes the natural or adoptive parent of a student, or any other such person who holds parental responsibility for the student.

Any reference to a "student" will also include a prospective or former student of any of the CET's Academies.

A person making a complaint will be referred to as a "Complainant" throughout this Complaints Policy.

Procedure

The complaints procedure consists of four stages:

- Stage 1 – Concerns and difficulties, dealt with informally;
- Stage 2 – Complaints formally investigated by the Headteacher (or designate);
- Stage 3 – Complaints formally reviewed by the Chair of Governors (or designate);
- Stage 4 – Complaint Panel Hearing.

Time Limits

Each Academy aims to resolve concerns, difficulties and complaints in a timely manner. Time limits for each stage of the procedure are set out under each individual stage. For the purpose of this Complaints Policy, a "school day" is defined as a weekday during term time, when the Academy is open to children. Term dates are published on each Academy's website, and information about term dates is made available to parents and students periodically.

Although every effort will be made by each Academy to comply with the time limits specified under each stage of the procedure, it may not always be possible to do so, for example due to the complexity or number of matters raised, or due to the unavailability of the Complainant to attend a meeting, if offered. Where a time limit cannot be complied with, the Academy will write to the Complainant within the specified time limit, setting out the reasons why the time limit cannot be complied with, and confirming the new time limit which will apply.

Complaints against the Headteacher

If a complaint is about the conduct of the Headteacher, the Chair of Governors will investigate the complaint under **Stage 2** of this Complaints Policy instead of the Headteacher. The Vice-Chair of Governors will review the complaint under **Stage 3** of this Complaints Policy instead of the Chair of Governors.

The Chief Executive Officer and the Cranmer Education Trust must be informed about any investigation arising from a complaint against the Headteacher, and the outcome, within 5 working days.

Complaints against the Chair of Governors

If a complaint is about the conduct of the Chair of Governors, the Headteacher will consider the complaint under **Stage 2** of this Complaints Policy as normal, and the CEO will review the complaint under **Stage 3** of this Complaints Policy instead of the Chair of Governors. The Chair of the Trust Board must be informed about any investigation of the Chair of Governors, arising out of a complaint, and of the outcome, within 5 working days.

Late Complaints

Where a complaint is submitted more than six months after the incident or event (or where the complaint relates to a series of incidents or events, more than six months from the date of the latest incident or event), the Academy reserves the right to use its discretion not to investigate the complaint under this Complaints Policy.

Where the Academy decides that a complaint which was submitted late will not be investigated, the Academy will write to the Complainant notifying them of the decision within **6 school days** of the complaint being received.

If the Complainant is unhappy with the decision not to investigate a complaint which was submitted late, the Complainant may write to the Chair of Governors at the Academy asking for the decision to be reviewed. The Chair of Governors will be provided with all documentation relating to the complaint, together with the letter from the Academy to the Complainant, and will review the decision not to investigate the complaint. The Chair of Governors will **not** investigate the complaint itself during this review.

The Chair of Governors will write to the Complainant with the outcome of the review within **10 school days** of the date that the letter from the Complainant seeking the review was received, and provide the Academy with a copy of the letter.

If the Chair of Governors quashes the decision not to investigate the complaint, it will be referred to the Academy to be dealt with under this Complaints Policy in the usual way.

If the Chair of Governors upholds the decision not to investigate the complaint, the Complainant may refer the concern or complaint to the Education Funding Agency using the procedure stated towards the end of this Complaints Policy.

In exceptional circumstances, the Chair of Governors can delegate the responsibility for the review to the Vice-Chair of Governors.

Vexatious or Repeated Complaints

There may be occasions when, despite a complaint being considered under all stages in this Complaints Policy, the Complainant persists in making the same complaint to the Academy. There may also be occasions when a Complainant raises unreasonable persistent complaints or raises complaints about matters which do not affect them.

In all of these cases, the Academy reserves the right to regard the complaint as vexatious and/or repeated and to refuse to investigate it under the procedure in this Complaints Policy.

Where the Academy decides that a complaint is vexatious and/or repeated and will not be investigated, the Academy will write to the Complainant within **5 school days** of the complaint being raised to notify them of

the decision.

If the Complainant is unhappy with the decision not to investigate a vexatious and/or repeated complaint, they may write to the Chair of Governors to ask for the decision to be reviewed. The Chair of Governors will be provided with all documentation relating to the current complaint and any previous complaints which were relevant to the decision, together with the letter from the Academy to the Complainant, and will review the decision not to investigate the complaint. The Chair of Governors will **not** investigate the complaint itself during this review.

The Chair of Governors will write to the Complainant with the outcome of the review within **10 school days** of the date that the letter from the Complainant seeking the review was received.

If the Chair of Governors quashes the decision not to investigate the concern or complaint, it will be referred to the Academy to be dealt with under the procedure in this Complaints Policy in the usual way.

If the Chair of Governors upholds the decision not to investigate the concern or complaint, the Complainant may refer the concern or complaint to the Education Funding Agency using the procedure stated towards the end of this Complaints Policy.

In exceptional circumstances, the Chair of Governors can delegate the responsibility for the review to the Vice-Chair of Governors.

Anonymous Complaints

The Academy will not investigate anonymous complaints under the procedure in this Complaints Policy. Anonymous complaints will be referred to the Headteacher who will decide what, if any, action should be taken.

Data Protection Act 1998 and Freedom of Information Act 2000

Complaints sometimes include requests for information or documentation. Such requests will be handled in line with the Data Protection Act 1998.

Further details can be found in the Academy's Data Protection Policy.

Resolution Principles

It is in everyone's interest that concerns, difficulties and complaints are resolved to the satisfaction of all parties at the earliest possible stage. The way in which the concern, difficulty or complaint is dealt with after the matter is first raised by the Complainant can be crucial in determining whether the complaint will escalate. To that end, members of staff will be periodically made aware of the procedure in this Complaints Policy, so that they will know what to do when a concern or difficulty is raised with them.

At each stage of the complaints procedure, the Academy will consider how the complaint may be resolved. In considering how a complaint may be resolved, the Academy will give due regard to the seriousness of the complaint. It **may** be appropriate in order to bring the complaint to a resolution for the Academy to offer:

- An explanation;
- An apology;

- Reassurance that steps have been taken to prevent a recurrence of events which led to the complaint;
- Reassurance that the Academy will undertake a review of its policies and procedures in light of the complaint.

None of the above will constitute an admission of negligence or an acceptance of liability on behalf of the Academy.

Outcome Principles

Examples of outcomes include:

- There was insufficient evidence to reach a conclusion, and a determination cannot be made;
- The investigation did not substantiate the matters raised, so the complaint cannot be upheld;
- The complaint was substantiated in part or full. A description should be given of the remedial action being taken by the Academy as a consequence of the complaint.
- The matter has been fully investigated and, as a consequence, further confidential procedures are being pursued. **Details of any disciplinary action or sanctions to be taken against a member of staff are strictly confidential and cannot be disclosed.**

Retention of Records

A full written record will be maintained centrally at the Academy of all concerns, difficulties and complaints, whether they are resolved informally under Stage 1, or dealt with formally under Stages 2 to 4.

Records of concerns, difficulties or complaints will be retained and archived, in line with DFE requirements.

Confidentiality

All correspondence, statements and records relating to individual complaints will be kept confidential except where access is requested by the Secretary of State, a school inspector, or under another legal authority.

Publication

This Complaints Policy has been ratified by the Board of Trustees, and will be reviewed every 3 years. It will be published on each Trust's website and provided to parents and students on request by the each Academy's office. A copy of this Complaints Policy will be provided to a Complainant on request.

Stage 1: Concerns and Difficulties

1. Concerns:

We hope that, usually, most concerns and difficulties, raised by a parent or student, can be resolved quickly and without the need for formal investigation. Examples might include concerns about some aspect of teaching or pastoral care, allocation of privileges or responsibilities, a timetable clash, an issue with the Academy's systems or equipment, or a billing error.

2. Notification:

The concern or difficulty should be raised as follows:

- 2.1 • Education issues – if the matter relates to the classroom, the curriculum or special educational needs.
- 2.2 • Pastoral care – for concerns relating to matters outside the classroom.
- 2.3 • Disciplinary matters – a problem over any disciplinary action taken or a sanction imposed.
- 2.4 • Financial and administrative matters – a query relating to fees, extras or other administrative matters.
- 2.5 • An issue with a specific member of staff – often, the best way to resolve an issue with a specific member of staff is to raise it with that member of staff directly, so that they are given the opportunity to address and resolve the concern or difficulty before it becomes a formal complaint. If the Complainant feels uncomfortable doing this, however, see below.
- 2.6 • Should a concern or difficulty be raised with a member of staff who feels that they are not the best person to be dealing with it, see below.

Notification

	<u>Blue Coat</u>	<u>E C St George's</u>	<u>Mayfield</u>
2.1 Educational Issues	Head of Department Director of Inclusion or Deputy Head as appropriate	Class Teacher Deputy Headteacher Or Headteacher as appropriate	(as for ECSTG)
2.2 Pastoral Care	Director of Learning of the Year Group or Assistant Headteacher i/c Pastoral Care & Welfare, as appropriate	Deputy Head or Headteacher	(as for ECSTG)
2.3 Disciplinary Matters	Members of Staff who imposed the sanction or Head of Department or Director of Learning or Deputy Head	Members of staff who imposed the sanction If not resolved the Deputy Head or Head	
2.4 Finance & Administrative	Director of Finance	the Office Manager	the Business Manger
2.5 Specific Member of Staff	Head of Department Director of Learning Deputy Headteacher	Deputy Head/Headteacher	Deputy Head/Headteacher

If a concern or difficulty is raised with a member of staff who feels that it raises serious issues which should be dealt with as a formal complaint immediately, the member of staff will tell the Complainant that they should put their complaint in writing to the Headteacher under Stage 2 of this Complaints Policy, by completing the Complaint Form contained in Appendix 2 of this Complaints Policy to submit their complaint formally.

3. Unresolved Concerns and Difficulties

The Academy will aim to resolve a concern or difficulty as quickly as possible. Where a concern or difficulty cannot be resolved informally, the complainant can submit the matters raised as a formal complaint under Stage 2 of this Complaints Policy.

4. Record of Concerns and Difficulties

The member of staff dealing with a concern or difficulty will make a written record of the issues raised, the action taken and, if applicable, the resolution reached, which will be retained in a central record.

Stage 2: Formal Complaint to the Headteacher

5. Notification

A concern or difficulty raised under Stage 1 of this Complaints Policy which remains unresolved, or a serious matter which requires formal investigation from the outset, should be set out in writing and sent to the Headteacher at the Academy. Should a formal written complaint be received by another member of the Academy's staff, this will be passed on to the Headteacher for consideration.

The Complainant should clearly set out their complaint, including any relevant dates, names of the persons involved, and what the Complainant believes the Academy should do to resolve the complaint. Any relevant documentation should be submitted along with the formal complaint.

6. Acknowledgement

The formal complaint will be acknowledged in writing within **six school days** of receipt. The acknowledgement letter will confirm the date that the formal complaint was received, the action to be taken and the specified time limit.

7. Investigation

The Headteacher will review the information available and speak with those involved. If further information is required from the Complainant, this may be requested.

Notes of conversations will be signed to confirm accuracy.

The Complainant may be offered a further meeting to discuss the issues raised.

8. Outcome

The Headteacher will write to the Complainant confirming the outcome of the investigation within **twenty school days** from the date that the complaint was received. The letter will set out the individual matters raised by the Complainant, the findings made by the Headteacher during the course of the investigation, and the conclusion reached.

The letter will inform the Complainant that, if they are unsatisfied with the outcome of the Stage 2 investigation, they should write to the Clerk to the Governors within **five school days** of receipt of the letter asking for their complaint and the Stage 2 investigation to be reviewed by the Chair of Governors under Stage 3 of this Complaints Policy.

Where the complaint was received during a school holiday or within twenty days from the end of a term or half term, the Headteacher will endeavour to expedite the investigation wherever possible.

9. Delegation

In appropriate cases, the Headteacher may delegate the complaint to a member of the Senior Leadership Team to deal with in accordance with the procedure outlined above.

Stage 3: Review by the Chair of Governors

10. Notification

If the Complainant is not satisfied with the outcome of the complaint under Stage 2 of this Complaints Policy, the Complainant may write to the Clerk to the Governors asking for the complaint to be reviewed by the Chair of Governors, within **six school days** of receiving the letter confirming the outcome following Stage 2.

It would be helpful for the Complainant to set out why they did not accept the Stage 2 response.

11. Acknowledgement

The Complainant's letter will be acknowledged within **six school days** of receipt. The acknowledgement letter will confirm the date that the formal complaint was received, the action to be taken and any response timescale.

12. Review

The Chair of Governors will be provided with all relevant documentation, including the original letter of complaint or Complaint Form, any documentation provided by the Complainant with their complaint, and information relating to Stage 2.

The Chair of Governors will review all of the documentation received and consider the investigation carried out under Stage 2. If the Chair of Governors speaks to a student, they will be accompanied as outlined under Stage 2.

The Chair of Governors may offer the Complainant a meeting to further discuss the issues raised to aid resolution.

13. Outcome

The Chair of Governors will write to the Complainant confirming the outcome of the review within **twenty school days** from the date that the request for a review was received.

The letter will inform the Complainant that, if they are unsatisfied with the outcome of the Stage 3 review, they can write to the Clerk to the Governors within **five school days** of receipt of the letter requesting a Complaint Panel Hearing under Stage 4 of this Complaints Policy.

Where the request for a review was received during a school holiday or within twenty days from the end of a term or half term, the Chair of Governors will endeavour to expedite the review wherever possible.

14. Delegation

In appropriate cases, the Chair of Governors may delegate the review to the Vice-Chair of Governors to deal with in accordance with the procedure outlined above.

Stage 4: Complaint Panel Hearing

15. Notification

If the Complainant is not satisfied with the outcome of the review under Stage 3 of this Complaints Policy, the Complainant may write to the Clerk to the Governors requesting that a Complaint Panel Hearing be arranged. The Complainant should write to the Clerk to the Governors within **five school days** of receiving the letter confirming the outcome following Stage 3.

16. The Complaint Panel

The Complaint Panel will consist of three persons appointed by or on behalf of the Governing Body. None of the three Complaint Panel members will have had prior involvement in the matters which gave rise to the complaint, or the complaint investigation. Two of the Complaint Panel members may be Governors. The third Complaint Panel member will be independent of the management and running of the Academy, i.e. they will not be a member of staff or a Governor, and will not be linked to the Academy in another way, for example as a parent of a student at the Academy. The independent Complaint Panel member will be the Chair of the Complaint Panel.

The Department for Education has issued guidance in relation to the appointment of the independent Complaint Panel member.

17. Attendance

The Complainant may attend the Complaint Panel Hearing, and may be accompanied by a relative or friend in a supportive but non-participatory role. The Complaint Panel Hearing is **not** a legal hearing and it is not appropriate for either the Complainant or the Academy to be legally represented.

The Academy will be represented at the Complaint Panel Hearing by the Headteacher and/or the Chair of Governors.

18. Convening the Complaint Panel Hearing

After selecting the Complaint Panel members, the Clerk to the Governors will write to the Complainant within **five school days** acknowledging receipt of their request and informing them of the names of the Complaint Panel members.

The Clerk to the Governors will liaise with the Complaint Panel, the Complainant and the Academy's Representative to agree a mutually convenient date for the Complaint Panel Hearing, which will usually take place within **twenty school days** of receipt of the Complainant's request, unless there are exceptional circumstances.

The Clerk to the Governors will write to the Complainant confirming the date of the Complaint Panel Hearing as soon as possible.

19. Documentation

The Clerk to the Governors will forward a copy of all paperwork relating to the complaint including submissions by the Complainant and the Academy to the Complainant, the Academy's Representative and

the three Complaint Panel members.

All paperwork will comply with the Data Protection Act and may be redacted to protect confidentiality.

If the Complainant or the Academy wishes the Complaint Panel to consider any additional information, they should forward this documentation to the Clerk to the Governors to arrive **at least five school days** before the Complaint Panel Hearing to enable the Clerk to the Governors to forward it to all parties.

20. Witnesses

The Chair of the Complaint Panel will decide, at his or her discretion, if any witnesses will be asked to attend the Complaint Panel Hearing. Members of staff will not usually be required to attend the Complaint Panel Hearing, unless the Chair deems it to be helpful.

21. Procedure at the Complaint Panel Hearing

The Complaint Panel Hearing will be conducted as follows:

- The Clerk to the Complaint Panel will greet the Complainant, the Complainant's supporter and the Academy's Representative and welcome them into the room where the Complaint Panel has convened (any witnesses will remain outside of the room until they are called in to give their account). Attendees under the age of 18 will need to be accompanied at the Panel by a parent or a person with parental responsibility;
- The Complainant will be invited by the Complaint Panel to give an account of their complaint;
- Any witnesses will be introduced at the appropriate point/as needed;
- There will be an opportunity to ask questions/ask for clarification;
- Witnesses will be asked to leave;
- The Academy's Representative will be invited by the Complaint Panel to respond to the complaint and make representations on behalf of the Academy;
- Any witnesses will be introduced at the appropriate point/as needed;
- There will be an opportunity to ask questions/ask for clarification;
- Witnesses will be asked to leave;
- The Complainant will be invited by the Complaint Panel to summarise their complaint;
- The Academy's Representative will be invited by the Complaint Panel to summarise their response to the complaint and the Academy's position;
- The Complaint Panel Hearing will conclude and the Complainant and the Academy's Representative will be asked to leave the room.

22. The Complaint Panel's Decision

The Complaint Panel will convene in private, either immediately after the Complaint Panel Hearing or on a subsequent date, and will consider all of the documentation and everything that they have heard at the

Complainant Panel Hearing and make:

- **Findings/Outcome**

The Panel will consider all the information provided during the Panel meeting and will agree their findings.

- **Recommendations**

The Complaint Panel will consider any recommendations they may wish to make in the light of their findings. The Complaint Panel will keep a written record of their recommendations, with reasons.

23. Notification of the Complaint Panel's Decision

The Clerk to the Governors will send to the Complainant, The Academy and the CEO of The Cranmer Education Trust a copy of the Panel's response/outcome, within **10 school days** of the Complaint Panel Hearing. The letter will provide details of whom the Complainant can write to if they remain dissatisfied.

The complaint information will be kept and made available for complaint monitoring purposes. Measures will be taken to ensure confidentiality is maintained.

The letter will identify each of the issues complained about, summarise how the Complaint Panel Hearing proceeded, and confirm each of the Complaint Panel's findings of fact and recommendations, if any, with reasons. The letter will also confirm that, if the Complainant believes that this Complaints Policy does not comply with the Regulations, or that the Academy has not followed the procedure outlined in this Complaints Policy, the Complainant may refer their complaint to the Education Funding Agency for further consideration.

The Clerk to the Governors will also ensure that a copy of the Complaint Panel's findings and recommendations are made available on the Academy's premises for inspection by the Trust, the Local Governing Body and the Principal.

Appendix 1: Remit of the Complaint Panel

- It is important that the Complaint Panel Hearing is independent and impartial, and that it is seen to be so. No person may sit on the Complaint Panel if they have had a prior involvement in the matters which gave rise to the complaint, in dealing with the complaint in the previous stages, or have a prior detailed knowledge of the complaint;
- The aim of the Complaint Panel Hearing, which must be held in private, will always be to resolve the complaint and achieve reconciliation between the Academy and the Complainant. However, it has to be recognised that the Complainant may not be satisfied with the outcome if the Complaint Panel does not find wholly in their favour. It may only be possible to establish the facts and make recommendations which will satisfy the Complainant that his or her complaint has been taken seriously;
- An effective Complaint Panel will acknowledge that many Complainants feel nervous and inhibited in a formal setting. Parents often feel emotional when discussing an issue that affects their child. The Chair of the Complaint Panel will ensure that the Complaint Panel Hearing is as welcoming as possible, while ensuring that it is procedurally fair to all parties. The layout of the room will set the tone and care is needed to ensure the setting is informal and not substantially adversarial;

- Extra care needs to be taken when the Complainant is a child, or there are child witnesses present. Care should be taken to ensure that the child does not feel intimidated. The Complaint Panel should be aware of the views of the child and give them equal consideration to those of the adults present. Where the child's parent is the Complainant, it would be helpful to give the parent the opportunity to suggest which parts of the hearing, if any, the child should attend, with the Chair retaining discretion;
- The Complaint Panel should ensure that they are familiar with the complaints procedure in advance of the Complaint Panel Hearing, especially the third party information.

The Chair of the Complaint Panel will play a key part at the Complaint Panel Hearing, ensuring that:

- The remit of the Complaint Panel is explained to the parties and each party has the opportunity of making representations without undue interruption;
- All of the issues raised in the complaint are addressed;
- Key findings of fact are made, on a balance of probabilities ;
- Each party treats the other with respect and courtesy;
- The Complaint Panel is open minded and acts independently of the Academy;
- No member of the Complaint Panel has a vested interest in the outcome of the proceedings;
- Each side is given the opportunity to state their case and ask questions;
- All written material is seen by all parties. If a new issue arises during the course of the Complaint Panel Hearing, it would be useful to give all parties the opportunity to consider and comment on it.

Referral to the Education Funding Agency

Once a complaint has been through all the stages of this Complaints Policy, if the Complainant believes that this Complaints Policy does not comply with the Regulations, or that the Academy has not followed the procedure in this Complaints Policy, the Complainant can refer the complaint to the Education Funding Agency for consideration.

The Complainant can find further information about referring a complaint to the Education Funding Agency by pasting this page into an Internet browser:

<http://www.education.gov.uk/schools/leadership/schoolperformance/b00212240/making-complaint-school/complaints-free-schools-academies>

The Complainant can refer their complaint to the Education Funding Agency by completing an online form by pasting this page into an Internet browser:

<https://www.education.gov.uk/schools/leadership/schoolperformance/school-complaints-form>

Appendix 2 – Formal Complaint Form

Please complete and return to the Academy who will acknowledge receipt and explain what action will be taken.

Your Name:	Student's Name:
Your Relationship to Student:	Student's DOB and Class/Form:
	Academy Attended:
Address and Postcode:	
Address and Postcode: Full details of complaint (including the names of all persons involved and the dates of incidents referred to):	Daytime Telephone Number:
	Evening Telephone Number:
What action, if any, have you already taken to try and resolve your complaint (for example, who did you speak to and what was the response)?	
What actions do you feel might resolve the problem at this stage?	
Are you attaching any paperwork? If so, please give details.	
Signature:	
<i>For Official Use:</i>	Date:

<i>Date Acknowledgement Sent:</i>	
<i>Name of Person Complaint Referred To:</i>	
<i>Signature:</i>	
	<i>Date:</i>