

WALTHAMSTOW ACADEMY



Managing a Complaint form

Please complete in BLOCK CAPITALS and return to **Mr G Hodgson: Director of Business and Administration** who will acknowledge receipt and explain what action will be taken.

| | |
|---|--|
| Your name: | |
| Student's name | |
| Your relationship to the student | |
| Address | |
| Postcode | |
| Day time telephone number | |
| Evening telephone number | |
| Please give details of your complaint | |
| | |
| What action, if any, have you already taken to try and resolve your complaint? (To whom 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: _____ **Date:** _____

| For Official use only | |
|------------------------------|--|
| Date acknowledgement sent | |
| Acknowledgement sent by | |
| Complaint referred to | |
| Complaint referred on (date) | |