



## Complaints Form

At NSAT we believe most concerns can be quickly and fairly addressed and resolved through an informal discussion with the class teacher, Headteacher or other member of the staff team. However, if you remain dissatisfied following this conversation, you may wish to raise a concern by submitting this form. Before filling in this form please make sure you have read the [NSAT Concerns and Complaints policy](#).

Please fill in this form as fully as possible so that your complaint can be looked into properly. If you need any assistance, please contact the school office. They will be happy to print it for you, or fill it in with you, if required.

<b>Name of school this complaint relates to</b>	
<b>Your name</b>	
<b>Your email address</b>	
<b>Your contact telephone number</b>	
<b>Name of pupil this complaint relates to (if relevant)</b>	
<b>Your relationship to the pupil (if relevant)</b>	
<b>Date of incident(s) this complaint refers to</b>	

<b>Please provide as much detail as possible about your complaint:</b>
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**Have you already discussed your concern with a member of staff? Please provide details about who you have spoken to and why you remain dissatisfied at the response.**

**What action or response do you feel would be appropriate to resolve your complaint?**

**Have you attached any additional documents to this form? Please list them below:**

Please return this form to the school office. Once received, you will receive an acknowledgement and you will be informed who it has been referred to. You may be invited for a meeting, in person or over the phone, to discuss in more detail. You should receive a written response within 10 days, however you will be informed if there are any reasons why this will be delayed. If you remain dissatisfied with the response, you have the option to escalate your complaint to Stage 2. Please see the NSAT Concerns and Complaints Policy for more information.