**APPENDIX 2** 

*See also Fortismere Complaints policy & procedures document* [*here*](https://www.fortismere.haringey.sch.uk/_site/data/files/our%20school/policies/EBCA6DCB944F12B55D6286A155EB71F8.pdf)

**FORMAL COMPLAINT FORM**

*If you are making a formal complaint to the school please complete this form. If you need help to complete the form please contact* *office@fortismere.org.uk* *for assistance.*

**Complainant’s name**

Title: Surname: First name:

**Student details**

Student’s name and tutor group:

Complainant’s relationship to the student:

**Contact details**

Email:

Mobile:

Address:

**Details of the complaint**

1. Please provide a summary of your complaint below:

2. Please provide details of any previous action taken by you or the school in relation to this complaint:

3. Please explain if your complaint relates to:

3.1 **A failure to follow school policy** – please give details of the relevant policy and how you think the school has failed to follow it:

3.2 **Staff conduct** – please give details of the member of staff and the specific actions or behaviour that you are complaining about:

3.2 **Management/operation of the school** – please give details of which specific aspects of the management or operation of the school that you are complaining about:

4. What is your desired outcome from this complaint:

5. If it is more than 3 months since you first became aware of the issues related to your complaint please explain why you have not complained before:

*Please email your completed form to the relevant member of staff. If you are not sure who to send it to please email to* *office@fortismere.org.uk* *with the subject: Formal Complaint*