

Stage 2 Complaints Form

Introduction

This form should be used with reference to Complaints Procedure, a copy of which can be found on our website and on the Parent Portal.

This form should only be used if your complaint remains unresolved after you have made use of Stage 1a and Stage 1b procedures.

Please complete this form, save it as a PDF document, and return it to the Headmaster by email to headmaster@heritageschool.org.uk. The Headmaster will then contact you to arrange a meeting to discuss the steps that have been taken during Stage 1 and the nature of your ongoing concerns.

The original complaint

Please explain in the box below the nature of your original complaint.

Stage 1 activity

Please explain in the box below your actions and your understanding of any action the school has taken in response to the concern you raised.

Your ongoing concerns

Please explain in the box below what you consider to be deficient about the school's Stage 1 response and any further actions you consider necessary to resolve the matter.

Your name

Date

Thank you for taking the time to complete this form. We are eager to work with you to resolve your outstanding concerns and to serve your child(ren) and family as effectively as possible.