

**COMPLAINT FORM**

If you have a matter that you would like to raise with the Charter Schools Educational Trust, we should like to support you in progressing this forward. Please provide us with the following information for us to assist you. Once completed please return the form to the Complaints Coordinator using the address below:

Claire Purcell

Headteacher, Dulwich Hamlet Junior School

Email: cpurcell5.210@lgflmail.org

Postal Address: Dulwich Hamlet Junior School, Dulwich Village, London, SE21 7AL

Alternatively, you can complete the complaint form online [HERE](https://forms.office.com/Pages/ResponsePage.aspx?id=D3m1wlHeu0qelWTdoxq3Frrbr7R92RFAqbLKtViKqAtUN1RVOUoyNFFHU1JEV0VPWEFMNEMwNlUwUS4u)

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| --- | --- |
| Pupil Name: (If applicable) |  |
| School attended:  |  |
| Year Group/Tutor: (If Applicable) |  |
| Complainants Name: |  |
| Relationship to pupil: |  |
| Email: |  |
| Telephone Number: |  |
| \*Address: |  |

\*Where the writer is not a parent or carer raising the complaint please provide your address

**Please give as much detail as possible regarding your complaint in the following sections 1-4.**

1. Please provide us with full details of the matter in question - if this involves dates, times and witnesses please include them. This will enable the school to properly investigate.

2. What action have you taken so far to resolve this matter (Who did you speak to and what was their response)

3. If you have not yet taken any action, please set out your reasons why below:

4. What actions do you feel might resolve the matter at this stage?

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_