

## Complaint Procedure (England)

### COMPLAINT FORM

Please complete and return to the Headteacher.

If your concern is specifically about the Headteacher, please complete and return to Cognita Head Office using the following details: PA to Director of Education, Cognita, 5&7 Diamond Court, Opal Drive, Eastlake Park, Milton Keynes, MK15 0DU.

Basic details	
Name of School	
Your name	
Pupil's name	
Relationship to the pupil	
Address	
Email address	
Daytime contact number	
Mobile number	

What is your complaint about? Indicate (x) those that apply			
<input type="checkbox"/>	Health and safety	<input type="checkbox"/>	SEN/D
<input type="checkbox"/>	Curriculum	<input type="checkbox"/>	School meals
<input type="checkbox"/>	Staff	<input type="checkbox"/>	School uniform
<input type="checkbox"/>	Behaviour	<input type="checkbox"/>	Communication
<input type="checkbox"/>	Other (please state)		

<b>Please give a brief description of your complaint</b>
<b>How have you already expressed your concern to the school? (We cannot investigate your complaint if you have not taken the opportunity to address your concern at an early stage).</b>
<b>What did the school do to address your complaint? (Who, What, Where, How, When)</b>
<b>Name of the person who originally considered your concern or complaint</b>
<b>What actions will resolve the problem now?</b>

<b>Signature</b>	
<b>Name</b>	
<b>Date</b>	

Ownership and consultation	
Document sponsor (role)	Director of Education
Document author (name)	Simon Camby

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Specialist Advice	Jane Cooper - Chief Inspector, SIS
Consultation – April 2017	Heads at: Breaside Prep, Salcombe Prep, Meoncross, Polam and Southbank Hampstead. Assistant Directors of Education: Robin Davies and Danuta Tomasz.

<b>Audience</b>	
Audience	Parents of pupils at Cognita schools School staff

<b>Document application and publication</b>	
England	Yes
Wales	No
Spain	No

<b>Version control</b>	
Implementation date	September 2020
Review date	Review and update for implementation in September 2021

<b>Related documentation</b>	
Related documentation	Independent School Standards