

COMPLAINT FORM

A copy of the Schools Complaints procedure can be found on the Campus Website. If you are having difficulty in obtaining this, please contact the relevant school direct.

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school; will help you complete and will give you a copy of it when it is completed.

Please ensure that all relevant information is hand-written in the space provided, additional space is allocated at the end of this document, should it be required.

A complaint will only be passed to the Principal if all Informal Stages have been completed.

Your details	
Surname /Forename(s):	Title: Mr / Mrs / Ms / Other:
Address and Postcode:	
Email Address:	Contact number:
How would you prefer us to contact you?	
Student details;	
Surname /Forename(s):	Class/Form Teacher:

If you are making a complaint on behalf of someone else, what are their details?	
Their name in full:	
Address and Postcode:	
Contact number:	Email Address:
What is your relationship to them?	
Why are you making a complaint on their behalf?	

Your data will be processed by Netherhall Learning Campus only for the specific purposes of answering your enquiry. The processing of your personal data is necessary in order to fulfil our task to acknowledge, resolve and respond to your enquiry. Netherhall Learning Campus will not share your data with any other organisation.

About your complaint							
Name the School you are complaining about?							
At what stage is the complaint at (please refer to the complaints procedure for further detail)							
Formal 1		Formal 2.a		Formal 2.b		Review	
In order to move up the level of complaint please complete the information below;							
Please outline the concerns raised with the Head of School							
What date did the Head of School formally respond?							

NLC St. James CE (VC) I&N
01484 226601
infants@nlconline.org.uk

NLC Junior School
01484 300080
juniors@nlconline.org.uk

NLC High School
01484 382140
Info@nlconline.org.uk

CMSS
01484 382140
cmss@nlconline.org.uk

What was the schools response?

Additional Information added

YES

NO

What do you think the Head of School has done wrong or did not do?

Additional Information added

YES

NO

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Formal 2.a

Date raised with Principal

Please outline the complaint raised with the Principal

Additional Information added

YES

NO

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What was the Principals Response?

Date of Response

Additional Information added

YES

NO

What do you think the Principal has done wrong or did not do?

Additional Information added

YES

NO

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What do you think should be done to put matters right?

Additional Information added		YES	NO
Signature of complainant:		Date:	
Signature if you are making a complaint on behalf of someone else			
Signature:		Date:	



Additional Information



Additional Information



Additional Information