



## Appendix 1: Stage 2 Complaint Form

**For complaints regarding an individual academy in Guilsborough Multi Academy Trust not including the Principal:** Please complete and return to the Principal PA [principalpa@guilsborough.northants.sch.uk](mailto:principalpa@guilsborough.northants.sch.uk) for Guilsborough Academy

**For complaints regarding the Principal:** Please complete and return to the Clerk to Governors [governorclerk@guilsborough.northants.sch.uk](mailto:governorclerk@guilsborough.northants.sch.uk) for Guilsborough Academy and address to the chair of trustees marked confidential.

**For complaints regarding Guilsborough Multi Academy Trust:** Please complete and return to [governorclerk@guilsborough.northants.sch.uk](mailto:governorclerk@guilsborough.northants.sch.uk) and address to the chair of trustees marked confidential.

The complaints co-ordinator or clerk will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>	<b>Your relationship to the pupil (if relevant):</b>
<b>Pupil's name (if relevant):</b>	<b>Academy attended:</b>
<b>Parental Address:</b>  <b>Postcode:</b> <b>Day time telephone number: Evening telephone number:</b> <b>Email:</b>	
<b>Who or what is your complaint about?</b>	
<b>Please give details of your complaint, including what contact you have had about it and what actions have been taken so far.</b>	



**The reason why this was not a satisfactory resolution for you**

**What actions do you feel might resolve the problem at this stage?**



Are you attaching any paperwork? If so, please give details.

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**



## Appendix 2: Stage 3 Complaint Form, please include your stage 2 complaint form when submitting your complaint and include only new information on this form.

**For complaints regarding an individual academy in Guilsborough Multi Academy Trust not including the Principal:** Please complete and return to the Principal PA [principalpa@guilsborough.northants.sch.uk](mailto:principalpa@guilsborough.northants.sch.uk) for Guilsborough

**For complaints regarding the Principal:** Please complete and return to the Clerk to Governors [governorclerk@guilsborough.northants.sch.uk](mailto:governorclerk@guilsborough.northants.sch.uk) for Guilsborough Academy and address to the chair of trustees.

**For complaints regarding Guilsborough Multi Academy Trust:** Please complete and return to [governorclerk@guilsborough.northants.sch.uk](mailto:governorclerk@guilsborough.northants.sch.uk) and address to the chair of trustees.

The complaints co-ordinator or clerk will acknowledge receipt and explain what action will be taken.

<b>Your name:</b>	<b>Your relationship to the pupil (if relevant):</b>
<b>Pupil's name (if relevant):</b>	<b>Academy attended:</b>
<b>Parental Address:</b>   <b>Postcode:</b> <b>Day time telephone number: Evening telephone number:</b> <b>Email:</b>	
<b>Who or what is your complaint about?</b>	
<b>Please give details of your complaint, including what contact you have had about it and what actions have been taken so far.</b>	



**The reason why this was not a satisfactory resolution to you**

**What actions do you feel might resolve the problem at this stage?**



Are you attaching any paperwork? If so, please give details.

**Signature:**

**Date:**

**Official use**

**Date acknowledgement sent:**

**By who:**

**Complaint referred to:**

**Date:**