**SECAT Complaints form**

This form should be used to raise a formal complaint only after a matter has been raised informally under either Part A or Part B of the Complaints Policy and you are not satisfied with the response. Please refer to the Complaints Policy when completing this form.

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| --- | --- | --- |
| Your details | | |
| Name |  |
| Email |  |
| Address |  |
| Name of pupil, year group and your relationship to them *(if applicable)* |  |
| Complaint details | | |
| School name *(if complaint*  *relates to a specific school)* |  |
| Grounds of complaint |  |
| What steps have been taken  to resolve the complaint informally *(including details of who the matter was raised with, when and what solution was offered)* |  |
| Why have the steps taken so far failed to resolve the complaint?  *(including what you consider should have been done/where the School or Trust has not met reasonable expectations in its response)* |  |
| Outcome sought | | |
| What action would you like taken to resolve the matter? |  |

Signed ………………………………………………………. Date ……………………………………………

Please send completed forms to [admin@secat.co.uk](mailto:admin@secat.co.uk) or hand in to the school office in a sealed envelope marked for the attention of the relevant addressee (*generally, this will be the Headteacher for complaints about a specific school, or the Clerk to the Trustees for complaints about the Trust, however, please refer to the Complaints Policy and in particular paragraph 6, ‘Complaints about specific role-holders’, for further information).*