

## **Hatton Academies Trust Complaint Form Stage 3**

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.

### **A. Your Details**

Name in Full:

Address including postcode:

Email Address:

Daytime Phone Number:

Mobile Phone Number:

### **B. If you are making a complaint on behalf of someone else, what are their details?**

Their Name in Full:

Address including postcode:

What is your relationship to them?

Why are you making a complaint on their behalf?

## **C. About your complaint**

C1. Name of the Academy you are complaining about:

C2. Nature of the complaint (please use additional sheets if required):

C3. Stage 1 – the date you first logged your complaint and the name of the member of staff who dealt with the complaint.

C4. Stage 2 – the date you logged your complaint form to the Academy Principal (please enclose a copy of this form).

C5. Detail why your complaint remains unresolved after Stages 1 and 2, explaining why you wish to escalate to Stage 3. (please use additional sheets if required)

Signature of complainant:

Date:

Signature if you are making a complaint on behalf of someone else:

Signature:

Date:

Please email this form including your supporting documents to Debbie Felce:

by email : [felced@hattonacademiestrust.org.uk](mailto:felced@hattonacademiestrust.org.uk)

or send a hard copy to: Debbie Felce, Hatton Academies Trust, Orchard House, The Pyghtle, Wellingborough, Northants. NN8 4RP.

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## **OFFICIAL SCHOOL USE**

Date complaint received:

Complaint referred to:

Date: