#

# Hatton Academies Trust Complaint Form Stage 2

The complainant 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: |  |
| 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. Describe how you have been affected: |
| C4. When did you first become aware of the problem? |
| C5. If it is more than 3 months since you first became aware of the problem, please give the reason why you have not complained before: |
| C6. Have you already put your complaint to a member of staff at the academy (stage 1)? If so please give details of how and when you did so: |
| C7. How did the academy try to resolve your complaint: |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of complainant: |  | Date: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature:  |  | Date: |  |

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

**Please email this form including your supporting documents to Debbie Felce, Assistant to the Trust Executive Team**

by email to: felced@hattonacademiestrust.org.uk

by post/hand delivery to: Debbie Felce, Hatton Academies Trust, Orchard House, 79 Gold Street, Wellingborough, Northants. NN8 4EQ