Please complete and return to **Kirstie Royce** (Queen Elizabeth High School and Hexham Middle School, Whetstone Bridge Road, Hexham, NE46 3JB or email to [kroyce@qehs.net](mailto:kroyce@qehs.net)) who will acknowledge receipt and explain what action will be taken.

|  |  |
| --- | --- |
| **Your name:** |  |
| **Pupil’s name (if applicable):** |  |
| **Your relationship to the pupil:** |  |
| **Please state how would you prefer to be contacted** | |
| **Telephone (home)** |  |
| **Telephone (work)** |  |
| **Mobile** |  |
| **Email address** |  |
| **Post – please give full postal address including postcode** |  |
| **Please give details of your complaint** (giving dates and names of those involved if appropriate; please continue on a separate sheet of paper if required). | |
| **What action have you already taken to try and resolve your complaint?**  (Who did you speak to and what was the response?) | |

|  |  |  |  |
| --- | --- | --- | --- |
| **What actions do you feel might resolve the problem at this stage?** | | | |
| **Are you attaching any paperwork? If so, please give details.** | | | |
| **Signature:** | | | **Date:** |
| **For Office Use Only** | | | |
| **Date received** |  | **Staff initial** |  |
| **Date acknowledgement sent** |  | **Staff initial** |  |
| **Format of acknowledgement ✓** | **In person Email Telephone Letter** | | |
| **Complaint ID number e.g.**  **16/17 01** |  | | |
| **Person overseeing complaint** |  | | |
| **Appointed investigator** |  | | |
| **Stage 2 Outcome** |  | | |
| **Stage 3 Outcome (if applicable)** |  | | |
| **Notes** |  | | |