



Complaint Form

Please complete and return, care of the academy- Lever Edge Lane, Bolton, BL3 3HH, to:

- Stage 1 complaint- the Principal
- Stage 2 complaint- the Chair of the Local Governing Body
- Stage 3 complaint- the Clerk to the Local Governing Body
- Stage 4 complaint- the Chair of the Board of Directors

The relevant person will acknowledge receipt of your complaint and explain what action will be taken.

Your name:

Address:

.....
.....

Postcode:

Daytime telephone number:

Evening telephone number:

If applicable, name(s) of child(ren) at the academy:

Please give details of your complaint:

*What action, if any, have you already taken to try and resolve your complaint?
(Who did you speak to and what was the response?)*

*Your relationship to the academy e.g. parent/carer, pupil, local resident, or member
of the public etc.*

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 of acknowledgement sent:

By whom:

Complaint referred to:

Date: