Appendix 1: Formal Complaint Form

Your Details:			
Full Name:			
Relationship to the school/trust:	Parent / Carer: ☐	Community Member: ☐	Other: ☐
If 'Other', please specify:			
Email Address:			
Phone Number:			
Please complete if you are a Parent / Carer to a pupil who attends an EAST school:			
Pupil Name:			
Pupil Year / Form:		**Pupil DOB:**	
Location:			
Which school / EAST Location does your complaint relate to:			
Complaint Details: Please provide full details of complaint (including the names of all persons involved and the dates of incidents referred to):			
Informal Resolution: Please outline how you have sought to resolve the issue with the school informally. *(It is important to note that we are committed to ensuring that all informal methods have been exhausted before moving to the formal process.)*			

Desired Outcome: What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork (Yes / No)?	
If 'Yes', please provide details:	

Declaration			
Signature:		**Date:**	

For Trust use Only	
Date Received:	
Date Acknowledged:	
Acknowledged By:	
Name of person complaint refers to:	
Complaint Stage:	
Summary of Action Taken:	
Outcome:	
Reference No.	