**FORMAL WRITTEN COMPLAINT**

**REGISTRATION FORM**

We are sorry that you have a concern about some aspect of The Devonshire Hill Nursery and Primary School which has not been resolved to your satisfaction. Please only use this form to record your complaint when all the informal channels have been exhausted. Feel free to continue on another sheet if necessary.

Please address this complaint to the:

**Headteacher**

**The Devonshire Hill Nursery and Primary School**

**Weir Hall Road**

**London**

**N17 8LB**

When we receive a complaint, it is logged and we aim to acknowledge its receipt within 5 school days and send a full or interim response within 10 school days.

|  |  |  |
| --- | --- | --- |
| Name of complainant | : |  |
| Address and Postcode | : |  |
| Daytime telephone number | : |  |
| Evening telephone number | : |  |
| Email | : |  |

**What is your concern and how has it affected you?**

**Are you attaching any paperwork?**

**if so, please list the documents below:**

|  |  |
| --- | --- |
|  |  |

**Have you discussed this matter with a member of staff or governor before filling in this form?**

**If yes, who have you spoken to and what was the response? If possible, give dates.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Date** |  |

**What would you like to happen as a result of making this complaint?**

Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_