**To use this template letter, you should delete the Sections in Red and replace with your information and details of your complaint or concern.**

Put your address here, email and phone number

**Name of Child:**

**Year Group:**

Dear *Insert staff member name here*

I am writing to you as I am concerned/I wish to make a complaint about (\*delete as appropriate)

*“Write a short description of your main issue or concern here”*

I have spoken to *“insert staff name here”* about this issue on *“insert date here”,* but my complaint/concern is still not resolved.

My main concerns are;

*·       Bullet points here are useful.*

*·       You can add a few if there are several issues or incidents.*

*·       If there are lots of smaller incidents, you might prefer to list them on another page so your main concern is clear.*

*You then might like to share how this issue has affected your child, you or your family.*

Finally;

**ALWAYS** say what outcome you are looking for. If schools know this, it’s likely to mean that they will be able to do their best to resolve your complaint quickly.

**Here’s some example outcomes you could suggest; depending of course on what the issue(s) are that you’re raising:**

* I’d like a meeting with the head teacher to discuss their findings once they’ve investigated what happened.
* I’d like an apology for what has happened.
* I’d like the school to tell me what they are going to put in place to ensure that this doesn’t happen again.
* I’d like the school to tell me if staff have had training on this issue.

I understand that you will respond to my complaint within the timeframes specified in the school complaints policy.