**Annex 2: Complaints Form (Stage 2)**



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| **Your name:** | |
| **Pupil’s name:** | |
| **Name of School the pupil attends:** | **Class or Tutor Group:** |
| **Your relationship to Pupil:** | |
| **Your address and postcode:** | |
| **Your daytime telephone number:** | |
| **Your evening telephone number:** | |
| **Your email address:** | |
| **Your complaint is:** **(if you have more than one complaint, please number these)** | |
| **What action have you already taken to try and resolve your complaint(s)?**  (Who did you speak to and what was the response and or actions taken?) | |
| **What would you like as an outcome from your complaint(s)?** | |

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| **Are you attaching any paperwork? If so, give details here:** |

**Your signature……………………………………………………… Date …………………**

**All functions of the complaint’s procedure must adhere to the requirements of the Data Protection Act 2018 and the Freedom of Information Act 2000.**

**Please complete and return to the school (or Trust) office in a sealed envelope addressed to the Headteacher , Clerk of the local governing body or Clerk to the Trustees (as appropriate).**

***Office use***

**Date received …………………………………………………………**

**Date acknowledgement sent …………………………………………**

**Responsible member of staff ………………………………………………………..**

**If your concern/s are not resolved under Stage 1**, you should put your complaint in writing, via this form, and return it directly to the Headteacher of Dulwich Hamlet Junior School:

Mrs Claire Purcell [cpurcell5.210@lgflmail.org](mailto:cpurcell5.210@lgflmail.org) or by post marked CONFIDENTIAL to The Headteacher, Dulwich Hamlet Junior School, Dulwich Village, London, SE21 7AL,

If the complaint is regarding the Headteacher, your complaint should be sent to the Trust CEO at [info@tcset.org.uk](mailto:info@tcset.org.uk), or by post, marked CONFIDENTIAL to The Trust CEO, The Charter Schools Educational Trust, Red Post Hill, London, SE24 9JH, and they will arrange to carry out the Stage 2 procedure.

Complaints about the Chair of Governors should be addressed to S Varcoe, Head of Trust Governance, at [svarcoe@tcset.org.uk](mailto:svarcoe@tcset.org.uk) or by post to The Charter Schools Educational Trust, Red Post Hill, London SE24 9JH. Please mark them as Private and Confidential. The Head of Governance will arrange for a Trustee to investigate the concerns in accordance with Stage 2.

If the complaint is about the Clerk of the Local Governing Body or the local governing body as a whole, you should send your complaint to S Varcoe, Head of Trust Governance, at [svarcoe@tcset.org.uk](mailto:svarcoe@tcset.org.uk) or by post to The Charter Schools Educational Trust, Red Post Hill, London SE24 9JH, who will then determine the most appropriate action with regards stage 2 and stage 3.

If the complaint is about a member of the Trust Shared Services team, your complaint should be sent to the Trust CEO at [info@tcset.org.uk](mailto:info@tcset.org.uk) or by post to The Charter Schools Educational Trust, Red Post Hill, London SE24 9JH and they will arrange to carry out the investigation at the appropriate stage of the procedure.

If the complaint is about the Chief Executive Officer of the Trust, or if they have been closely involved at Stage 1, your complaint should be sent to S Varcoe, Head of Trust Governance at [svarcoe@tcset.org.uk](mailto:svarcoe@tcset.org.uk) or by post to The Charter Schools Educational Trust, Red Post Hill, London SE24 9JH who will arrange for a Trustee to carry out all the Stage 2 procedures.

If the complaint is about a Trustee, you should contact S Varcoe, Head of Trust Governance, at [svarcoe@tcset.org.uk](mailto:svarcoe@tcset.org.uk) or by post to The Charter Schools Educational Trust, Red Post Hill, London SE24 9JH who will arrange for another Trustee to investigate the concerns in accordance with Stage 2.

If the complaint is about the Clerk to the Trust Board, your complaint should be sent to the Chair of the Trustees at [chair@tcset.org.uk](mailto:chair@tcset.org.uk)

If your complaint is about the Trust Board as a whole, you should send your complaint to S Varcoe, Head of Trust Governance, at [svarcoe@tcset.org.uk](mailto:svarcoe@tcset.org.uk) or by post to The Charter Schools Educational Trust, Red Post Hill, London SE24 9JH who will arrange for the matter to be independently investigated.