## Appendix A -Complaint Form

Please complete and return to [admin@ssas.herts.sch.uk](mailto:admin@ssas.herts.sch.uk). The appropriate person will acknowledge receipt and explain what action will be taken.

Stage 1: Complaints Co-Ordinator Mrs J Bates

Stage 2: Head of School Ms T Hackett

Stage 3: Chair of Governors Miss P Lai

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| **Your name:** |
| **Pupil’s name (if relevant):** |
| **Your relationship to the pupil (if relevant):** |
| **Address:**  **Postcode:**  **Day time telephone number:**  **Evening telephone number:** |
| **Please give details of your complaint, including whether you have spoken to anybody at the school about it.** |
| **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 acknowledgement sent:** |
| **By who:** |
| **Complaint referred to:** |
| **Date:** |

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