



Chesswood Junior School Raising concerns and complaints



Please complete and return to the head teacher, Chesswood Junior School who will acknowledge receipt and explain what action will be taken. This form or written complaint, with the same information, may be submitted electronically (concern@chesswood.w-sussex.sch.uk) or in person in a sealed envelope marked for the attention of the head teacher – Private and Confidential. If the concern is in direct relation to the head teacher or member of the governing body then please mark for the attention of the ‘clerk to governors’ – Private and Confidential.

Are you raising a concern or a complaint?		
Stage	X	Email
Concern		concern@chesswood.w-sussex.sch.uk
Complaint- Stage 1 not head teacher or governor		Complaint@chesswood.w-sussex.sch.uk
Complaint – Stage 1 Head teacher or governor		clerk@chesswood.w-sussex.sch.uk Mark for Chair of Governors
Complaint – Stage 1 Chair of Governors		clerk@chesswood.w-sussex.sch.uk Mark for Clerk
Your name:		
Pupil’s name (if relevant):		
Your relationship to the pupil (if relevant):		
Address:	Home telephone number:	
	Mobile telephone number:	
Postcode:	Other contact number:	
Please give details of your complaint¹, including whether you have spoken to anybody at the school about it (Please use additional space if required). The following, is always helpful to include but is not exhaustive – Location, Timing & Frequency, People involved or witnessing.		

¹ Please use additional space or pages as appropriate.



Chesswood Junior School

Concern & Complaint Form



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Concern & Complaint Form



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

Are you attaching any paperwork? If so, please give details.

Details of any previous concern or complaint that was the same or similar in nature. Please include the names of any members of staff and the timing of the concern or complaint previously raised.



Chesswood Junior School
Concern & Complaint Form



Signature:	Date:
Official use	Chesswood Junior School Chesswood Road
Date acknowledgement sent:	Worthing BN11 2AA
By who:	Main Telephone Line: 01903 204141 General or low level concern <u>office@chesswood.w-sussex.sch.uk</u>
Complaint referred to:	Concerns and complaints (not about head teacher) <u>concern@chesswood.w-sussex.sch.uk</u> Complaints about head teacher or member of governing body <u>clerk@chesswood.w-sussex.sch.uk</u>
Date:	