



Annex A

Formal Complaint Form – Stage 3 of the complaints process – Formal resolution to the Governing Board

Name			
What is the name of the academy you wish to complain about?			
Email address			
Telephone No.	Day		
	Evening		
	Mobile		
What is it you want to complain about?			
Have you raised your issue with the Class Teacher (informal stage)? If so, when did you do this?		YES (inc. date)	NO
Have you complained to the Headteacher (Stage 2)?		YES	NO
When did you do this?		Date:	
What happened when you complained to the Headteacher?			



What do you believe we could do to resolve your complaint to your satisfaction?

Signed Date	

Please return this form to:
Chair of the Governing Board
Diocese of St Albans Multi Academy Trust
c/o Manshead Academy
Manshead CE Academy
Dunstable Road
Caddington
LU1 4BB
admin@stalbandsmat.co.uk