# Appendix A -Stage Two Complaint Form

If you are not satisfied or feel that you have been unfairly treated, the Trust would like you to indicate the problem. It is, however, very important that you seek to resolve any difficulties in the first instance by discussing your complaint with a member of staff at the Academy or central trust. If you have tried this and are still not satisfied with the response, then please complete the form below and forward to complaints@nmat.co.uk

Please complete and return to the Governance Professional and Compliance Lead at Complaints@nmat.co.uk who will acknowledge receipt and explain what action will be taken.

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| **Stage Two Complaint Form – Nunthorpe Multi Academy Trust** |
| Your Name:  |   |
| Name of Academy:  |   |
| Student’s Name:  |   |
| Your relationship to the Student:  |   |
| Address:    |    |
| Postcode:  |   |
| Day Time telephone number:  |   |
| Evening telephone number:  |   |
| Please give details of your complaint, including whether you have spoken to anybody at the Academy about it:        |
| How have Academy staff responded with your complaint?     |
|  |
|  What actions do you feel might resolve the problem at this stage? OR What would you like to see done to resolve your complaint and bring the matter to an acceptable closure for yourself and the Academy/Trust?   |
| Are you attaching any paperwork? If so, please give details?     |
| Signature:  Date:  |

## Official Use only

|  |  |
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| Date acknowledgement sent:  |   |
| By whom:  |   |
| Case Number: |  |
| Complaint referred to:  |   |
| Date:  |   |
| Outcome and action taken:   |   |