# 

# Appendix B -Stage Three Complaint Form

If you are not satisfied with the response at Stage Two or feel that you have been unfairly treated, we would like you to indicate the problem. It is, however, very important that you seek to resolve any difficulties at Stage Two of this policy. If you have completed this and are still not satisfied with the response, then please complete the form below and forward to [complaints@nmat.co.uk](mailto: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.

|  |  |
| --- | --- |
| Stage Three 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: |  |
| So far how have Academy staff responded with your complaint? | |
| Please outline why you wish to request a further review; include if you are unhappy with the way your complaint was recorded or handled, the way it was investigated or the outcome of the case explaining why? | |
| 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

|  |  |
| --- | --- |
| Date acknowledgement sent: |  |
| Case number if applicable: |  |
| By whom: |  |
| Complaint referred to: |  |
| Date: |  |
| Action taken: |  |