

COMPLAINT FORM

Schools must make available a copy of their complaints procedure. If you are having difficulty in obtaining this, then you may wish to use this form and send it to the school concerned.

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned. If you are a pupil the school will help you complete, will explain it to you and will give you a copy of it when it is completed.

A. Your details

Surname /Forname(s):

Title: Mr / Mrs / Ms / Other:

Address and Postcode:

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Contact number:

Email Address:

How would you prefer us to contact you?

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full:

Address and Postcode:

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What is your relationship to them?

Why are you making a complaint on their behalf?

continued...



Mae'r ddogfen hon hefyd ar gael yn Gymraeg.
Gweler y dudalen Gymraeg ar ein gwefan.
This document is also available in Welsh.
See Welsh page on our website.

COMPLAINT FORM

C. About your complaint

Name the School you are complaining about?

What do you think they did wrong or did not do?

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Describe how you have been affected:

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When did you first become aware of the problem?

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If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before:

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COMPLAINT FORM

What do you think should be done to put matters right?

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Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so:

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Signature of complainant: Date:

Signature if you are making a complaint on behalf of someone else

Signature: Date:

Your data will be processed by Flintshire County Council only for the specific purposes of answering your online enquiry. The processing of your personal data is necessary in order to fulfil our public task to acknowledge, resolve and respond to your online enquiry. Flintshire County Council will not share your data with any other organisation.

Flintshire County Council will retain your data for 3 years. If you feel that Flintshire County Council has mishandled your personal data at any time you can make a complaint to the Information Commissioner's Office by visiting their website or by calling their helpline on 0303 123 1113.

For further information about how Flintshire County Council processes personal data and your rights please see our privacy notice on our website: <http://www.flintshire.gov.uk/en/Resident/Contact-Us/Privacy-Notice.aspx>