**Model Complaints Record**

**School**

**Register of Complaints**

Name of complainant:

Date formal complaint received: Date acknowledgement sent:

Brief overview of complaint:

Complaint investigated by:

Brief findings of the investigation

Headteacher/Chair of Governors

Date the response was sent:

20 working days date:

(If no response by this date, the complaint is closed)

Date the complaint was reported to Governing Body:

(brief overview only)

**Section 2**

**This section to be completed if a complaint is sent to the Chair of Governors for review.**

Date received by Chair:

Brief findings of the review:

Date the response was sent:

20 working days date:

(If no response by this date, the complaint is closed)

Date the complaint was reported to Governing Body by the Chair of Governors (brief overview only)

**Section 3**

**This section to be completed if a complaint is heard by the Review Committee.**

Date received by Clerk to Committee:

Brief findings of the Committee:

Date the response was sent by the Clerk:

20 working days date:

Date the complaint was reported to Governing Body by the Chair of the Committee:

(brief overview only)