



**Please note:** Most concerns can be resolved informally by speaking with the class teacher and, where appropriate, the Year Lead. Before submitting a formal complaint, please ensure you have followed the school's communication and complaints procedures.

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## Detail of Complaint

**Please provide a concise summary of your complaint (maximum 300 words):**

(Complaints exceeding 300 words may be returned and resubmission requested.)

## Desired Outcome

**Please explain what outcome or resolution you are seeking (maximum 100 words):**



## Declaration

- ☐ I confirm that the information provided is accurate to the best of my knowledge.
- ☐ I understand that this form relates to a complaint about the school's actions or decisions and not about individual pupils.
- ☐ I understand that the school will manage complaints in accordance with its Complaints Procedure and Positive Communication Policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Please send your complaint to [office@stanburn.harrow.sch.uk](mailto:office@stanburn.harrow.sch.uk) or in hard copy to the office

**On receiving your complaint, the school will acknowledge its receipt within 5 working days and respond within 15 working days.**

## Data Protection

Information provided on this form will be processed in accordance with the school's Privacy Notice and Data Protection Policy and will be used solely for the purpose of investigating and responding to your complaint.