

Bright Fields School Complaint Form

To be used for Stage 2 formal written complaints under the Complaints Policy and Procedures

Please complete and return this form to the Headteacher via the School Office. If your complaint concerns the Headteacher, please address it to the Proprietor or nominated senior officer on behalf of the proprietor via the School Office. Please mark all formal complaints **Private and Confidential**.

Electronic submission:

- General complaints: complaints@brightfieldsschool.com
- Complaints about the Headteacher: complaints@sofinoeducation.com

The school will consider reasonable adjustments where required so that this procedure is accessible. This may include help to put a complaint in writing, provision of information in an alternative format, interpretation support, or arrangements for meetings in an accessible location.

Complainant name	
Relationship to pupil	
Pupil name and class/year	
Address	
Telephone	
Email	
Preferred contact method	
Submission date	

1. Details of complaint

Explain what happened, when and where, who was involved, any previous contact and the effect on the pupil.

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2. Evidence and witnesses

List or attach relevant documents, messages, records, images or potential witnesses. Identify any third-party personal information.

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3. Informal resolution

Explain what has already been tried, the response, or why informal resolution is inappropriate.

4. Outcome sought

Explain what you would like the School to consider doing to resolve the complaint.

5. Urgent safeguarding, welfare or safety concern

Identify anything requiring immediate attention. Do not use this form instead of reporting an immediate risk.

6. Accessibility and support

State any communication support, interpretation, accessible format, meeting adjustment or representative required.

7. Representative authority

If someone is acting for a parent or carer, provide the representative's details and attach or describe verifiable consent.

Signed	Date
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