



Burry Port Community Primary School

Complaint Form

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 full authority to act on behalf of the person concerned. If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details.

Title: Mr./Mrs./Ms./other

Surname

Forename(s)

Address and postcode

Daytime phone number

Mobile phone number

e-mail 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

What is your relationship to them?

Why are you making a complaint on their behalf?



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C. About your complaint (continue your answers on separate sheets of paper if necessary)

C.1 Name of the school you are complaining about.

C.2 What do you think they did wrong or did not do?

C.3 Describe how you have been affected.

C.4 When did you first become aware of the problem?

C.5 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.

C.6 What do you think should be done to put matters right?

C.7 Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signature of complaint:

Date:

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

Signature:

Date:

Please send this form and any documents to support your complaint to:

**Ms. A J Williams
Headteacher
Burry Port Community Primary School,
Elkington Park, Burry Port, Carmarthenshire SA16 0AU**



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Article 5; *Governments should help parents to help you to know about and use your rights as you grow up.*
Article 12; *Your right to say what you think should happen and be listened to.*
Article 13; *Your right to have information*