**Willow Banks Forest School**

**Wincanton Sports Ground, Moor Lane, Wincanton, Somerset. BA9 9RB**

**Tel: 07399998388**

**Email:** [**willowbanksfs@gmail.com**](mailto:willowbanksfs@gmail.com)



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

1. **Your Details**

Title Mr / Mrs / Miss / Other

|  |
| --- |

Surname

|  |
| --- |

Forname(s)

|  |
| --- |

Address & Postcode

|  |
| --- |

Daytime Phone Number

|  |
| --- |

Mobile Phone Number

|  |
| --- |

How would you prefer us to contact you?

|  |
| --- |

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

Their name in full

|  |
| --- |

Address & Postcode

|  |
| --- |

What is your relationship to them?

|  |
| --- |

Why are you making a complaint on their behalf?

|  |
| --- |

1. About your complaint.

What is the name of the establishment (alternative provider) you are complaining about?

|  |
| --- |

Is your complaint regarding the establishment or a member of staff?

|  |
| --- |

What do you believe they have done wrong, or did not do?

|  |
| --- |

Describe how you have been affected.

|  |
| --- |

When did you first become aware of a problem?

|  |
| --- |

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.

|  |
| --- |

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

|  |
| --- |

Have you already put your complaint to a member of staff?

If so, please give details about how and when you did so.

|  |
| --- |

Signature of complainant

|  |
| --- |

Date

|  |
| --- |

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

Signature

|  |
| --- |

Date

|  |
| --- |

Please send this form and any supporting documentation to support your complaint to the forest school manager or the designated safeguarding lead.

This can be done via post, or by email: [willowbanksfs@gmail.com](mailto:willowbanksfs@gmail.com)

| Official use  Date acknowledgement sent:   |  | | --- |   By whom:   |  | | --- |   Complaint referred to:   |  | | --- |   Date:   |  | | --- | |
| --- | --- | --- | --- | --- |