



Ark Schools Formal Complaints Form

This form should be used to raise a formal complaint only after a matter has been raised with the school at stage 1 of the complaints process and you are not satisfied with the response. Please refer to the Ark Schools Complaints Policy (available on the school's website) when completing this form.

Formal complaints should be submitted to governance.team@arkonline.org

School Name	
Name	
Name of pupil, Year group and your relationship to them (where applicable)	
Contact email address	
Contact telephone	
Contact address	
Details of the Complaint	
What action has been taken so far, which staff member has dealt with the matter and what solution has been offered (where relevant)?	
The reason this was not satisfactory for you	
What action would you like to be taken to resolve the matter?	

Signed: _____ **Date:** _____