



Complaint Form

Please complete and return to the school office for the attention of the Headteacher/ Head of School, Chair of Governors or Head of Governance who will acknowledge receipt and explain what action will be taken. The form can also be emailed to complaints@ebor.academy. Please mark the complaint Private and Confidential.

Your name:
Pupil's name (if relevant):
Your relationship to the pupil (if relevant):
School
Address: Postcode: Day time telephone number: Evening telephone number: Email address:
Please outline, in no more than one page or 600 words, the details of your complaint, including whether you have spoken to anybody at the school about it.

What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? If so, please give details.

Please sign here to confirm that you agree for us to disclose relevant information about your complaint to third parties involved such as investigating Officers or panel members
Signature:

Date:

Official use

Date acknowledgement sent:

Date Complaint Policy given out

By who:

Complaint referred to:

Date:

Appendix 2 Early Years Provision procedure

All written complaints relating to the school's fulfilment of the Early Years Foundation Stage requirements will be investigated, and the complainant will be notified of the outcome within 28 days of the school receiving the complaint. The school will keep a record of the complaint in line with the record-keeping and confidentiality clauses set out in the main procedure above, and will make the record available to Ofsted on request.

Parents and carers can notify Ofsted if they believe that the school is not meeting Early Years Foundation Stage requirements, by calling 0300 123 4234 or 0300 123 4666, or by emailing enquiries@ofsted.gov.uk. An online contact form is also available at <https://www.gov.uk/government/organisations/ofsted#org-contacts>.

The school will notify parents and carers should it become aware that the Academy is to be inspected by Ofsted. The school will also make a copy of the inspection report available to parents and carers of children attending the setting on a regular basis.