



### COMPLAINT FORM

By filling in this form you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

A reply will be forwarded to you within 7 days.

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Contact Numbers:** \_\_\_\_\_

Please detail your concern in full, giving as much detail as possible, include extra pages if necessary.

- A brief description of the complaint
- Whether you wish to formally present your case
- The steps you have taken to deal with the it
- What you would like to happen to fix the problem and prevent it from happening again.

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**Signature:** \_\_\_\_\_

**WE WILL BE IN CONTACT WITHIN 7 DAYS, THANK YOU**



*OFFICE USE ONLY*

Received by: \_\_\_\_\_ Complaints Number Issued: \_\_\_\_\_

Date: \_\_\_\_\_ Given to Principal: \_\_\_\_\_

Action Taken: \_\_\_\_\_

Date response issued: \_\_\_\_\_ follow up date: \_\_\_\_\_

Specify improvement possible based on complaint: \_\_\_\_\_

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