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# Hatton Academies Trust Complaint Form Stage 3

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.

**A. Your Details**

|  |  |
| --- | --- |
| Name in Full:  |  |
| Address including postcode:  |  |
| Email Address:  |  |
| Daytime Phone Number: |  |
| Mobile Phone Number: |  |

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

|  |  |
| --- | --- |
| Their Name in Full:  |  |
| Address including postcode:  |  |
| What is your relationship: |  |
| Why are you making a complaint on their behalf? |  |

**C. About your complaint**

|  |
| --- |
| C1. Name of the academy you are complaining about: |
| C2. Nature of the complaint (please use additional sheets if required): |
| C3. Stage 1 – the date you first logged your complaint and the name of the member of staff who dealt with the complaint. |
| C4. Stage 2 – the date you logged your complaint form to the Trust (please enclose a copy of this form).  |
| C5. Detail why your complaint remains unresolved after Stages 1 and 2, explaining why you wish to escalate to Stage 3 (please use additional sheets if required) |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of complainant: |  | Date: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature:  |  | Date: |  |

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

**Please email this form including your supporting documents to Debbie Felce, Assistant to the Trust Executive Team**

by email to: felced@hattonacademiestrust.org.uk

by post/hand delivery to: Debbie Felce, Hatton Academies Trust, Orchard House, 79 Gold Street, Wellingborough, Northants. NN8 4EQ