**Example school complaint letter:**

**Dear** **[** *name of headteacher/ chair of governors***]**

**I am writing to make a formal complaint about** **[** *add details of complaint: what happened and what the school did, or failed to do in response* **]**

**So far the following actions have been taken.**

**[***List any meetings you have had, any investigations that have taken place, any actions the school has take, or promised to take. You can include copies of any letters, emails, records of phone calls or meetings***.]**

**However I still have concerns about the situation because...**

**[***the school’s actions don’t go far enough, the investigation was not adequate, the problem is still ongoing***]**

**The effect on my child is…** **[***describe any change in your child’s mood/behaviour/health which are related to the school situation. Include any evidence: e.g. medical reports***]**

**School policies say... [***include any quotes from school policies which support your complaint, for example, behaviour/SEN/ equality/health and safety/ medical needs policies***]**

**Government guidance says... [**include any quotes from for example the SEN Code of Practice, exclusion guidance**]**

**I would like you to put things right by.... [***state what action you expect, for example, an apology, changing school policies/ arranging extra support for your child***]**

**I would like to meet with you in person to discuss my complaint. I am free on...**

**I wish to support the school and hope that we can work together to resolve this issue.**

**Yours sincerely**