

15. Annex B – Bordesley Multi Academy Trust Complaint Form

If there is anything which makes it difficult for you to tell us about your complaint, for example if English is not your first language, please tell us so that we can help you.

Data Protection Act 1998

The personal data that you provide will be used for the purposes of investigating your complaint and for producing statistical data, to enable the school's management to monitor access to and the effectiveness of the school's complaint procedure. The information you give will be held securely and in confidence.

Please complete and return.

First Name:	
Surname:	(Mr/Mrs/Miss/Ms/Other)
Address:	
Post Code:	
Daytime Telephone Number:	
Evening Telephone Number:	
If your complaint relates to a student, please provide:	
Student's Name:	
Relationship to student:	
Please give details of your complaint:	
What action, if any have you already taken to try to resolve the complaint? (Who did you speak to and what was the response?):	

What would you like us to do to make improvements to put things right?	
Are you attaching any paperwork? If so, please give details:	
Signature:	
Date:	

If your complaint relates to

School staff of an academy in the trust please email xxx@xxx.bmat.co.uk or send a paper copy of your complaint to **xxx** for the attention of the Headteacher.

A **headteacher** of an academy in the trust please email xxx@gov.bmat.co.uk or send a paper copy of your complaint to **xxx** for the attention of the Clerk to Governors.

Local governors of an academy in the trust please email clerk@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the Clerk to Trustees.

Central staff of the Trust please email admin@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the CEO.

The **CEO** of the Trust please email clerk@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the Clerk to Trustees.

A Trustee or an entire LGB please email clerk@bmat.co.uk or send a paper copy of your complaint to Bordesley Multi-Academy Trust, C/O Trinity High School & Sixth Form Centre, Easemore Road, Redditch, Worcestershire, B98 8HB for the attention of the Clerk to Trustees.

OPTIONAL Equality Monitoring

This sheet will be used to monitor the demographics of those who raise complaints

Nationality		
Date of Birth		
Gender		
Sexual Orientation		
Religion/belief		
Do you consider yourself disabled		
Special arrangements required		
Cultural/Ethnic background	Please tick relevant box	√
White	British	
	English	
	Welsh	
	Scottish	
	Irish	
	Other White background	
Mixed	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Other Mixed background	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Other Asian background	
Black or Black British	Caribbean	
	African	
	Other Black background	
Chinese	Chinese	
Other Ethnic Group		
Not Stated		

FOR OFFICE USE ONLY	
Date received:	
Date acknowledgement sent:	
By who:	
Date complaint logged:	
By who:	
Complaint referred to:	
Date:	