

Fleming Fulton School



COMPLAINT RESPONSE FORM

Adopted by the Board of Governors: October 2023

Summative review: October 2024



Complaint Response Form

Before completing this form, please read the Fleming Fulton School Complaints Policy. The policy can be requested from the school office or downloaded from the [school website](#)¹

The form may be completed, by hand and left/sent to the school office, marked 'private and confidential for the attention of the Principal or completed electronically and sent to complaints@flemingfulton.org and marked in the subject line 'private and confidential for the attention of the Principal.

If the complaint relates to Stage 2 of the procedure a complaint against the Chairperson, please mark for the attention of the Vice Chair.

This form has been provided to assist you with completing your complaint.

Section 1

Name	
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Section 2: Details of the individual about whom the complaint is being made: (if relevant)

Name	Position in School

¹ <https://www.flemingfulton.org.uk/policies>



Section 3: What action, if any, have you already taken to try and resolve your complaint (who did you speak to and what was the response)?

Section 4: Please outline the background to your complaint: please be as specific as possible as this will assist the panel in their investigation of the complaint and in coming to a decision.

When did it happen?	
Where did it happen?	



<p>What happened?</p>	
<p>How have the actions of the individual/school affected you/your child?</p>	
<p>What would be an acceptable outcome to your complaint?</p>	



Section 5: Details of the person making the complaint.
Please fill in this section with YOUR details.

Your Title	<input type="checkbox"/> Mr / <input type="checkbox"/> Mrs / <input type="checkbox"/> Miss / <input type="checkbox"/> Ms / Other <input type="text"/>		
Your first or known name:			
Your Surname			
Your Address and Postcode			
Your Contact Telephone Number			
Your E-mail			
Signature		Date	



Where to send this completed form:



By Post:

Please address the letter, marked 'private and confidential' for the attention of the Principal. If the complaint relates to Stage 2, address the letter, marked 'private and confidential' for the attention of the Chairperson of the Board of Governors. (Vice-chairperson if the complaint related to the Chairperson)



FLEMING FULTON SCHOOL
Upper Malone Road
BELFAST
BT9 6TY



By E-mail:

In the subject line of the email indicate 'private and confidential' for the attention of the Principal. If the complaint relates to Stage 2, indicate in the subject line of the email 'private and confidential' for the attention of the Chairperson of the Board of Governors. (Vice-chairperson if the complaint related to the Chairperson)

complaints@flemingfulton.org

If you require any information before completing this form, you can contact us in the following ways:



Telephone: (028) 90613877 / 90611917 / 9061191



Email: complaints@flemingfulton.org