Name & Address

Dear

I am the parent of ***(young person’s name)*** who attends ***(name of course)****.*

I am writing to make a formal complaint about **(*the person and/or incident you are complaining about).***

I am complaining because ***(give as much detail about the incident(s) as you can. Include the date/time, people involved, what happened, any witnesses).***

So far the following actions have been taken: ***(explain what has happened so far in response to your concerns e.g. meetings, actions by the school. You can include copies of any letters or emails).***

Your policy/website explains**(use this if relevant)…..,** the college/course tutor or learning support/SEN team have not followed the policy/procedures**(add section /paragraph from the policy/webpage)**

I am not happy with the actions taken because ***(e.g. not enough done, the problem is still going on, no action has been taken).***

I would like you to put things right by ***(e.g. offering an apology, changing course policy, giving (put name of your young person) extra help).***

I would like you to investigate this matter further and let me know of the outcome. ***(You can put a time deadline* here)(Check the college’s complaints procedure for the timeframe when they should acknowledge and respond to complaint**)

I look forward to hearing from you.

Yours sincerely

***(Your Name)***

c.c.