Dear

I am the parent of

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

Your policy/website explains**(use this if relevant),** (the (name of person) or (your service)have not followed the policy/procedures**(add which part/section /paragraph) of your policy/webpage**

I am complaining because ***(give as much detail about the person and/or incident/issue as you can (include the date/times).***

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

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, providing me with a date when the action will completed etc.).***

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 services complaints procedure for timeframe when they should acknowledge and respond to the complaint**)

I look forward to hearing from you.

Yours sincerely

***(Your Name)***

c.c.