



ICS London Complaint Form

The person who experienced the problem should normally fill in this form. If you are making a complaint on behalf of someone else please fill in Section B also. Please note that before taking forward the complaint we will need to be satisfied that you have the authority to act on behalf of the person concerned.

If you are a pupil the school will help you complete this form, will explain it to you and will give you a copy of it when it is completed.

A. Your details

Title: Mr / Mrs / Ms / Other

Forname (s)

Daytime phone number

Mobile phone number

Email Address

How would you prefer us to contact you?

Surname

Address and postcode

B. If you are making a complaint on behalf of someone else, what are their details?

Their name in full:

Address and postcode:

What is your relationship to them?

Why are you making a complaint on their behalf?

C. About your complaint

Please explain/describe what you are complaining about.

What do you think is wrong?

Describe how you have been affected.

Save and print this form so you have a copy for yourself.

When did you first become aware of the problem?

If it is more than three months since you first became aware of the problem, please give the reason why you have not complained before.

What do you think should be done to put matters right?

Have you already put your complaint to a member of staff? If so, please give brief details about how and when you did so.

Signature of complainant: Date:

Signature if you are making a complaint on behalf of someone else

Signature: Date:

Please send this form and any documents to support your complaint to head@ics.uk.net

INTERNAL USE ONLY

Date acknowledgement sent:

By whom:

Complaint referred to:

Date:

Complaint resolved/concluded by:

Date:

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