



Fairlight Glen Independent Special School

Complaint Form

If your complaint concerns a member of staff, please address your complaint to the Headteacher at head@pcel.uk

If your complaint concerns the Headteacher, please address your complaint to the Proprietor via hradmin@pcel.uk

Please complete this form and submit it in line with our published Complaints Procedure. All fields marked with * are mandatory.

1. Complainant Details

Your Response

Name*

Your Relationship to the Student*

Address*

Post Code*

Day time telephone number*

Email address*

2. Pupil Details

Pupil's Name*	
Year group*	
Preferred member of staff in school	

3. Informal Resolution

Before completing this form, have you raised the issue informally with the member of staff most closely involved?

- Yes

- No

If Yes, give brief details of when and with whom you spoke, and any outcome:

4. Formal Complaint

Please describe your complaint in detail, including dates, times, locations, and names of any witnesses (continue on a separate sheet if necessary):

5. Desired Outcome

Let us know what you would like to happen to resolve your complaint:

6. Supporting Documentation

List any documents you are attaching (e.g., emails, witness statements, photographs):

7. Declaration

I confirm that the information I have provided is true and complete to the best of my knowledge. I understand that:

- My complaint will be acknowledged within 5 working days of receipt.
- An investigator will review my complaint and provide a formal response within 20 working days of acknowledgement.
- If I remain dissatisfied, I may request a hearing with the governors within 10 working days of the formal response.

Signature: _____ Date: _____

8. Submission

Please return this form and any attachments to:

Lizanne Denness hadmin@pcel.uk

Or by post to:

Fairlight Glen Independent Special School

Verona House

45, Station Road,

Herne Bay

CT6 5QQ

Next Steps & Further Guidance

- If your complaint is upheld, the school will propose remedial actions or policy changes as appropriate.
- If your complaint remains unresolved after the Governors' Hearing, you may escalate to the Independent Schools Inspectorate or the Department for Education, following guidance on the GOV.UK website.
- You can request copies of your child's records under the Data Protection Act 2018 before or during the complaints process.