



Written Complaint in Education Example:

Dear **(first name)**,

I am the parent of (child's name and class) who attends **(name of school)**.

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

I am complaining because **(give as much detail about the incident(s) as you can. Include the time/date, 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)**.

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 school policy, giving my child extra help)**.

I would like you to investigate this matter further and let me know of the outcome. **(You can put a time deadline)**.

Look forward to hearing from you.

Yours sincerely,

(Your name)

Written Complaint in Education Response Example:

Dear **(first name)**,

Thank you for your email.

Firstly, we would like to apologise for the inconvenience and disappointment that you experienced in this incident recently. We assure you that your complaint and feedback will give the opportunity to remedy and resolve this matter. **(Explain how)**

Once again, please accept our sincere apologies and we look forward to speaking to you.



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*Should you require any further assistance, you are welcome to contact our **(details)***

Best regards,

(Name)