

Complaint reference number (for LEA use only)

CAT



Newport City Council – Catering Service to Schools

Complaint Form

The Complainant is required to complete Sections 1 and 2 of this form in the first instance and submit the form to:

**Education Planning Manager
Lifelong Learning & Leisure
Newport City Council
Civic Centre
Newport
NP20 4UR**

Section 1 – General Information

School Name : Date :

Name of Person Making Complaint :

Designation :

.....

Section 2 – The Complaint

Please outline the nature of your complaint (continue on a separate sheet, as necessary):

[Large empty rectangular box for writing the complaint details]

Has this problem arisen and been reported previously?

YES / NO

If yes, please indicate the date of the previous/most recent referral:

[Small empty rectangular box for date]

What was the agreed outcome?

[Large empty rectangular box for writing the agreed outcome]

What is the desired outcome of this complaint?

Section 3 – Findings

Comments of the Catering Manger:

Comments of the Education Planning Manger:

Agreed Action:

Agreed by: (Catering Manager)

..... (Date)

..... (Education Planning Manager)

..... (Date)

Date Complainant advised of agreed action:

Response of Complainant:

Section 4 – Follow-up Procedure

Is a follow-up required?

YES / NO

If yes, please state date or approximate timescale:

Result of follow-up:

Section 5 - Sign-off and Closure

We confirm that the matter referred to within this complaint has now been resolved.

Signed: (Complainant)
..... (Date)
..... (Catering Manager)
..... (Date)
..... (Education Planning Manager)
..... (Date)