

Dear _____

(Name of Pupil)

Thank you for your letter of *(date)*, making a formal complaint against the school in relation to your son/daughter *(name of pupil)*. I have asked the complaints committee of the governing body to investigate your complaint and a meeting has been arranged for *(date, time and venue)*. You are invited to attend the meeting to present your case in person.

Please let me know if you do not wish to attend the meeting or if the date and time is inconvenient for you. Following the meeting a written report will be sent to you confirming the findings of the committee and, if applicable, the course of action to be taken.

Yours sincerely,

Chair of Governing Body