

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?

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**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:**

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**Section 4 – Follow-up Procedure**

Is a follow-up required? **YES / NO**

If yes, please state date or approximate timescale:

Result of follow-up:

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**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)