

Child Friendly Complaints Policy



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Policy is school's own - written by Joanna Sweatmore, Headteacher



Child Friendly Complaints Policy



At Combs Infant School, we promise to listen to your concerns and complaints. We want to make sure that any problems you have, are sorted out as quickly as possible, so you can be happy and feel safe at school. This policy has been created to show you how you can make a complaint if you need to, who you can talk to and what will happen once you have complained.

It is important to remember that you won't get told off if you complain and we will take your complaint seriously.

1

What does it mean?

A "complaint" is something you make when you are unhappy or feel sad about something or someone.

A "concern" is when you have a worry or doubt about something or someone.

In this policy, 'complaint' has been used to mean both a complaint and a concern. Both a complaint and a concern can be told to anyone such as your parents, a teacher or friend. If you tell a teacher or another member of staff at school about a complaint, it will be taken seriously and we will listen to what you have to say.

2

What sort of thing would I complain about?

You may need to complain about:

- An event – such as a school trip.
- Anything about your school life – such as homework, school uniform.
- The behaviour of an individual(s) – such as another pupil or a member of staff.
- Something that affects you as a pupil – such as bullying.
- Something that has happened outside of school but is connected to school – such as the behaviour of pupils in the street.

3

What do I have to do?

If you ever need to complain about something like the examples above, you need to talk to somebody you trust. This could be:

- **The headteacher.**
- **A teacher.**
- **A teaching assistant.**
- **Your parents.**
- **Another member of staff at school.**



4

What will happen next?

Once you have made a complaint, the adult who you told at school will think of the best way to deal with it. This may include telling a more senior member of staff. If it is really serious, someone from the local authority or the police might ask to talk to you. You don't have to worry if someone else is told about your complaint, you are not in trouble, it just means that the person you told, thinks it best to tell an additional adult to help keep you safe and happy at school.

When making a complaint to the headteacher, or the governing board if your complaint is about the headteacher, the adult who you told at school can help you complete the complaints form attached.



Complaints Form



This complaints form can be used to make a complaint to the headteacher, or the governing board if your complaint is about the headteacher. A teacher can help you to complete this form.

Pupil's name:	Home address:
Year group:	
Pupil's date of birth:	
Parent's telephone number:	
What is your complaint about and what would you like the headteacher to do to fix it?	
When did you talk to your teacher or other trusted member of staff at school about it?	
What happened after the talk? Was your problem solved?	
Signed (pupil):	Date: