

Pupil Complaints Procedure



If something at school is making you upset or worried, you can talk to your teacher or any adult you trust. You won't get in trouble for speaking up – it's important that everyone feels safe and listened to.

You can tell someone how you feel by talking or writing it down. If you need help writing it, an adult can help you.

If the problem can be fixed quickly, the team will sort it out. If you're still not happy, you can speak to the Headteacher. They will write to you and talk to you about what happened. This is called an investigation, and it should be finished in 7 school days.

If you're still not happy after that, your complaint will go to the Operations Director for Education. They will look into it and reply within 28 days.

If someone has hurt you or another pupil, tell an adult straight away. We want you to feel safe and happy at school, and we will always help you.

If you don't feel like talking to someone at school, you can contact:

- Childline: 0800 1111 – www.childline.org.uk
- NSPCC: 0808 800 5000 – www.nspcc.org.uk

Complaints Form

(You can fill this in yourself, or you can ask a Team Member to help you)

I want to complain because:

(Write what has made you worried or upset)

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I have already spoken to:

(Write the name of the person you talked to)

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Name:

Signed Date

Please give this form to a Team Member, or if you prefer, put it in an envelope and give it to the Headteacher yourself.