

Number of complaints 23/24 = 2.



If you are unhappy with the way you have been treated, or about any aspect of your experience at the school, you could talk to your teacher or any other member of the team that you choose. This is not something you will get into trouble for, we need to make sure that the school is being run properly, and that includes making sure that all of our Pupils are heard!

You can make a complaint by talking or by writing it down and giving it to a person of your choice. You can ask a team member to help you write a complaint.

If your complaint can be sorted out by the team, then it will be done very quickly.

If you are not happy with what the team members have done about your complaint, you can go to the Head Teacher.

When you do this, the Head Teacher will write you a letter to say that they will deal with your complaint.

They will talk to you about it, and maybe talk to other Pupils or team members. This is called an investigation.

They should do this and have your complaint dealt with in 7 working days.

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If you are still not happy with what they have done, then your complaint will be given to the Operations Director for Education. They must review and advise on your complaint within 28 days.

If your complaint is about someone hurting you, then the team members or the Head Teacher will help you right away.

They will have to tell Social Services so that you are safe.

It is very important that you feel safe and happy at School. The team members will do all they can to help you.

If you feel that you cannot or do not want to tell a member of the team about a problem you have, you can phone or email the following people who will listen to you.

These are:

Childline : 0800 1111 [www.childline.org.uk](http://www.childline.org.uk)

N.S.P.C.C. : 0808 8005000 [NSPCC.org.uk](http://NSPCC.org.uk)

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## Complaints Form

(You can fill this form in yourself, if you are unhappy about something, or you can ask a member of the team to fill it in with you)

I want to complain because;

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I have already spoken to;

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and I am still unhappy!

Name: .....

Signed ..... Date .....

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Please hand in this form to a member of team once you are happy so we can deal with your complaint, or if you prefer pop it in the envelope and pass it on to the Head Teacher yourself.