



Child-Friendly Complaints Procedures Policy – Last updated, September 2022



Feeling safe and happy at school

At Inglehurst Infant School, we promise to listen to our pupils' concerns and complaints. We want to make sure that any problem you have is sorted out as quickly as possible, so you can be happy and feel safe at school.

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

Your teachers will read or explain this policy to you and it will also be shared with your parents or carers. If you need to make a complaint, talk to your parents or a grown up at school as soon as possible.

What should I complain about?

You may need to complain about:

- An event - such as a school trip.
- Anything about your school life - such as what you learn, playtimes or homework.
- The behaviour of another child or grown up in school.
- Something that affects you - such as bullying.



What do I have to do?

If you ever need to complain about something you need to talk to somebody you trust.

This could be anyone from the list below:

- The headteacher
- A teacher or other grown up who works in school
- Your parents



If you are making a complaint about the headteacher you shouldn't complain directly to them - talk to your parents or another teacher. Mr. Johnson, the chair of governors, will be also be told.

What will happen when I complain?

1. Meeting with a grown up in school to explain the problem

This will probably be with your teacher. If the complaint is about your teacher tell another grown up in school who you trust. Talk about the complaint with them and they will take notes of what has been talked about. You might be asked to fill in a complaints form. If the complaint is about the headteacher, Mr. Johnson, the chair of governors will sort it out.

2. A formal complaint made to the headteacher

If the complaint is too complicated to be sorted out by your teacher, they will speak to the headteacher.

3. A meeting with the governing body

If the issue hasn't been resolved after stage one and two, the complaint will be given to the governing body.

The governing body will think about the complaint, talk about what has already been done to try and fix the problem and try and find a solution.

4. Serious complaints

If you have ever been physically or emotionally hurt by an adult or another child, it is important that you tell a grown up that you trust. They will ask you what has happened and if they think your safety is at risk, they might tell another grown up who can help.



You don't have to worry if somebody else is told about your complaint; you are not in trouble, it just means that the person you told thinks it is best to tell them to keep you safe and happy in school.

What if someone is complaining about me?

If a complaint is being made about you, you will be asked to talk to the adult responsible for the complaint so that you have the chance to tell your side of the problem.

You will always be treated fairly by the school when looking into the seriousness of the complaint.

Whenever you make a complaint we will:

- Make sure we have done all we can to fix the problem.
- Make sure we have told you what we have done to fix the problem.

If you feel you have not been listened to by the school, you and your parents can contact the Local Authority.



Complaints form

This complaints form can be used to submit a complaint to Ms Pochin, or Mr. Johnson, the chair of governors, if your complaint is against the headteacher. You can ask a parent or teacher to help you complete this form. Please hand it in to a grown you feel safe with once it has been finished.

My name is:

I am in _____ class and I am
_____ years old.

I want to complain about:

This problem is making me feel:

What I want to happen is: