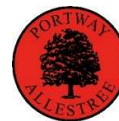


Portway Junior School



Child-Friendly Complaints Policy

Feeling safe and happy at school

At Portway Junior School, we promise to listen to our pupils' concerns and complaints. 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.

What does it mean?

1

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

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

Both a complaint and a concern can be told to anyone, e.g. your parents, 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 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 head teacher
- A teacher or another member of staff
- Your parents

Of course, you should only make a complaint when you need to. When you make a complaint, you will be asked to complete a complaints form. You can find one at the [end of this policy](#) or you can ask your teacher and they will give you a copy.

3

Who will talk to me about my complaint?

Once you have made a complaint, the adult you told 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 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. If one of the adults mentioned above wants to talk to you, you will have another adult with you at all times – this will likely be one of your parents, unless you want someone else there.

Complaints form

This complaints form can be used to submit a complaint to the head teacher, or the governing board if your complaint is against the head teacher. You can ask a parent or teacher to help you to complete this form. Please hand it in to your teacher once it has been finished.

Name:	Home address:
Teacher's name:	
Year group:	
Pupil's date of birth:	
Parent's telephone number:	
Parent's email:	Postcode:
What is your complaint about, and what would you like the headteacher to do to fix it?	
When did you talk to your teacher about the problem you have?	
What happened after the talk? Was your problem solved?	
Signed (pupil):	Date:

