



MOORLANDS SCHOOL **PUPILS COMPLAINTS POLICY**

Complaints Procedure for Pupils

These notes are for your benefit so read them carefully. They explain what you can do if you feel worried about something and what you may do if you wish to complain about how you are, or have been, treated. If you do not understand anything in these notes get a member of staff or a friend to explain it to you.

- You may just wish to talk to someone, or
- You may wish to make a complaint
- Either way, these notes will assist you to decide what to do.
- No pupil will ever be penalised for making a complaint.

What do I do if I just want to talk to someone?

Remember you have close friends who may be able to help or an older pupil to whom you feel you can turn to. Your Form teacher, a Key Stage Co-ordinator, the Deputy Head, the Headteacher, or any other member of staff is always ready to help. Just ask if you may have a word in private.

We want to help you.

There may be a time when you feel that you cannot talk with a member of staff – this is perfectly natural. Talk, telephone or write to any of the following:

- your parents or another close family member
- Childline (Tel: 0800 1111)
- NSPCC Helpline (Tel: 0800 800 500)

What happens if I want to make a complaint about something?

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you are being treated. The first thing you should do is talk to your Form teacher, a Key Stage Co-ordinator, the Deputy Head, the Headteacher, or any member of staff you feel you can trust.

If the matter cannot be easily settled to your satisfaction, then you can make a formal complaint. You will need to do this by:

- a. writing to the Deputy Head, a Key Stage Co-ordinator, or your Form teacher or telling one of them you wish to make a formal complaint.
- b. he or she will then inform the Headteacher.

- c. you will be told by the Headteacher that he/she is aware of the complaint and that it will be dealt with as soon as possible.
- d. you will then be asked to talk the matter through with the Headteacher and you can have a friend with you. This friend may be another pupil or a member of staff.
- e. If, within two more days, you have not had the matter satisfactorily resolved, you may contact any of the people listed above.

YOU DO NOT HAVE TO INFORM STAFF OR ANYONE ELSE YOU ARE COMPLAINING ABOUT THEM.

- f. Whoever you contact will speak to you at the school and again you can have a friend with you. You will be advised as to what course seems sensible and it will be up to you to make a decision acting on his or her advice.

Things that might make you unhappy or upset:

- you feel that you have been treated unfairly by a member of staff
- you feel that a punishment is unjust
- a pupil has treated you unkindly
- you are being bullied
- you feel that no one understands the difficulties that you are having with some of your work
- someone has hurt or abused you or has made suggestions you think are not right
- someone is always teasing you
- someone has taken something of yours and has not returned it
- there is bad news from home.

OR THERE MAY BE SOMETHING ELSE YOU THINK IS WRONG

DO NOT BE AFRAID TO COMPLAIN

IT IS YOUR RIGHT TO BE TREATED PROPERLY WE DO CARE AND WE WANT YOU TO BE HAPPY

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Date: September 2016

Reviewed: September 2018

Review: September 2019