

Pupil Complaints Leaflet

A complaint is when you tell someone about something you are not happy with. As a child at school you can talk about anything that you do not like, that worries you or upsets you. Your school will have a way of dealing with your worries.

How do you tell someone about your worries?

If you are not happy with something in your school you can tell your teacher or another grown up at school. That person will try to help you or find someone else to help you. Your school has information telling you what you need to do and who you can talk to about your worries.



Some things you might be worried about in school are:

- A school trip
- homework
- School uniform
- School meals

- School bus service
- Behaviour of someone else - could be another pupil or a teacher
- bullying
- Behaviour of pupils on the school bus or in the street at school times.



These are only some things you may worry about. There may be other things that you are not happy with that you want to talk about. These things could be in school or away from school. Don't keep your worry a secret. Anything you say will be listened to. Sometimes this worry has to be told to someone else so that your worry can be dealt with. The person you are talking to will tell you this.

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As a pupil you can make a complaint about any matter concerning your school.
By law your school must have a procedure for dealing with complaints from many people including parents and pupils.

Where to find the Complaints Procedure

If you want to make a complaint ask a member of staff for a copy of your school's complaints procedure. It will explain how you go about making your complaint. You can also ask the person named in the procedure as a contact point to find someone to help you make your complaint and guide you through the process.



Some things you could complain about are:

- an event – such as a school trip
- anything about your school life – such as homework, school uniform
- school services – such as school meals or the school bus service
- the behaviour of an individual(s) – for example another pupil or member of staff

- something that affects you as a pupil – such as bullying
- something that has happened outside school but which is connected to the pupils – such as the behaviour of pupils on a school bus or in the street.



Privacy

All complaints will be kept private. This means that normally it will not be discussed with anyone without your consent. However there are some circumstances where a complaint has to be shared with other people, especially if it means you or another child is in danger of being hurt. If this is the case this will be explained to you.