

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?

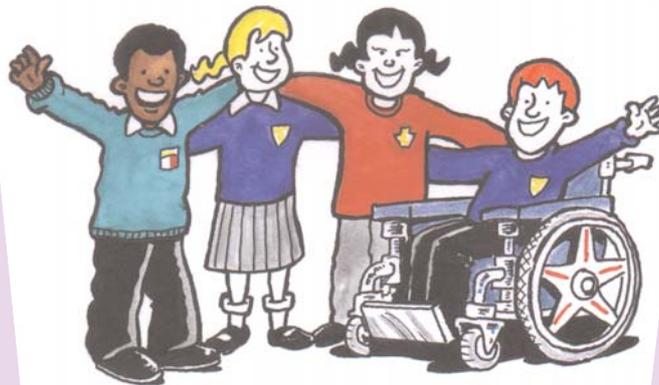
If you are not happy with something in your school you can tell your teacher or another grown up at school. That person will try to help you or find someone else to help you. Your school has information telling you what you need to do and who you can talk to about your worries.



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 - 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.

You might also have a worry that:

- you have seen something happening that someone else is worried about,
- you are worried or upset about something that you have said or done,
- whatever the worry is you should talk to your teacher or another adult at the school who will try to help you.



When you talk to someone about your worries:

- Everything you say will be listened to.
- You will be asked questions so that people understand what you are worried about.
- You will be treated kindly and gently.
- Your parents/guardians/carers will not be told you have told someone about your worries without you saying it's ok to do so.
- You can have someone with you to help if you want. A parent, friend, relative or someone else you like.
- The person dealing with your worry will tell you what is happening.

Some things you might be asked are:

- Is your worry about something at school or away from school?
- Is your worry about something that a lot of children do not like?
- Is your worry about something that you or your friends do not like?
- Could you talk to your class teacher about your worry?
- Could you talk to someone else about your worry?

If you are not happy with what they say you can talk to the headteacher but if you are worried about something the headteacher has done or said you **do not** have to talk to the headteacher.