

Wilby Church of England (VA) Primary School

Complaints Procedure For Pupils

*Together we are inspired to learn within the family of God's love.
We encourage one another to reach our full potential within a Christian
atmosphere.
John 13:34*



What do I do if I am not happy with something at school?

We recognise that, despite our best efforts to make your time at school as good as possible, you might sometimes be unhappy with what your experience.

Problems might arise, for instance, with:

- Homework, whether it is too much or too little, too hard or too easy
- School meals
- The behaviour of others either inside school or on the way to or from school
- Lunchtimes and breaktimes.

The list above contains just a few examples and you can make us aware of any concerns. We will listen to you and deal with you fairly. We might ask you questions to gain a complete picture of the concern you have.

Your concerns will be dealt with in private if that is at all possible – there are some concerns that must be shared with others (including your parents) and we will warn you if that is the case and explain exactly why that is.

Sometimes, having listened to your complaint, we might wish to deal with it through the adults' complaints procedure or another school procedure. If that is the case, please be assured that it is because your complaint is best dealt that way. Where it is possible, you will be kept informed as to the progress of your complaint.

What should I do first?

Start by talking to your teacher or another trusted adult in school. They will try to deal with your concern first and, in most cases, will sort the problem out for you. If they can't do that easily, they will ask or help you to complete a simple complaints form which will be handed to Mrs Warwick (Assistant Head) who will deal with your complaint and get back to you within 5 days.

What if I am still not happy with the way that my complaint has been dealt with?

You have the right to take your complaint to stage two of our pupil complaints procedure. A panel of four people including Mrs Dudley (Chair of Governors), Miss Pearce (Head Teacher) and the Head Pupils from Year 6 will look at your complaint in detail and let you know the outcome in writing within 5 days. In most cases it will not be felt necessary to ask you to attend in person but occasionally, where it is felt appropriate, you and a parent (if you wish) will be invited to meet the panel to give your views.

This marks the end of the complaints process

We feel confident that any complaints brought by pupils will have been dealt with fairly and appropriately and that all pupils who have gone through this procedure will have felt listened to and will

have been given a thorough and appropriate explanation of the school's position, even if they don't like the outcome. As in the adults' complaints procedure, the panel stage of the complaints procedure marks the end of the process in school.

Pupil complaints form

Name:

Class:

My complaint is:

I would like to see the following happen as a result:

Date _____