



PUPIL COMPLAINTS LEAFLET

Any Problems, Complaints, or Suggestions?

If so, the school would like to hear.

How do I make a complaint?

- By talking about it - or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To whom?

- To anyone on the staff.

Does it matter what the issue is?

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

What will happen next?

- If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- If you are worried about confidentiality, tell the staff - they will understand. It will only be discussed by staff who can help you. You will not be adversely affected or unfairly treated if you or your parents make a complaint or raise a concern with a member of staff.