



Children's Complaints Policy

What is a complaint?

A complaint is when we tell someone that we are unhappy with something that has been said or done to us. Or sometimes it is about something that should have been said or done but hasn't been.

So, for example, we might complain if another child kicks us. Or we might complain if we are not offered a piece of fruit at break time.

When should we complain?

We should complain if something is said or done (or not said/done) to us that makes us feel:

- Hurt
- Sad
- Bullied
- Unfairly treated compared to others
- Picked on
- Scared
- If others are rude to us



We should always complain as soon as possible.

Who should we complain to?

In the first instance we should tell the person that has caused us to be unhappy. We should give them the opportunity to say sorry and explain why they acted the way they did. Sometimes it is just that they made a mistake. If they apologise then we can accept their apology and carry on as usual.

If the person we complain to does not apologise or says that we are wrong about our complaint then we should tell an adult about what has happened. This could be a teacher, TA, lunchtime supervisor, Mrs Wood or Mrs Wright, a volunteer adult in school or your parent/carer.

Sometimes we talk to the adult about the complaint, sometimes we may want to write it down because it is easier.





What will happen when I complain to an adult?

The adult should take your complaint seriously and ask you to explain exactly what happened. They will then talk to the person or people that you are complaining about to find out their side of the situation. Most of the time this ends with everyone sorting out the problem and that is the end of the complaint.

Sometimes if the complaint is more serious and/or there is no apology the adult may take further action to sort out the complaint. This could mean they talk to other children or adults. They will tell you what they are doing and how they are sorting out the problem.

What if someone makes a complaint about me?

You should always be honest. If you have said or done something that has caused hurt or harm to another, even by accident, then you should own up, explain and apologise. If you don't believe you are at fault, then say so and explain your view of what happened but do so honestly. The adult will then decide what to do and who should apologise.

