



St Laurence
Church of England
Primary School

**Primary Age-appropriate
Complaints Policy**

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Feeling safe and happy at school

At St Laurence Church of England Primary School, we promise to listen to any problems our pupils have. We want to make sure any problem you have is sorted as quickly as possible, so you can be happy and feel safe at school. This policy has been created to show you how you can tell us about a problem, who you can talk to and what will happen once you have told us about the problem.

It is important to remember that you won't get told off if you complain and we will take whatever you tell us seriously. If you need to make a complaint, read this policy and talk to a member of staff as soon as possible.

Make sure you ask your parents or a member of staff if you're not sure about what this policy means.



What is a complaint?

A “**complaint**” is something you make when you are unhappy about something or someone at school.

If you are not sure whether you should make a complaint about something you are not happy with, make sure you speak to a member of staff or another adult you trust.

How can I make a complaint?

If you ever want to make a complaint about something, you need to talk to an adult you trust in school – this can be anyone who works at the school, such as the headteacher or your class teacher. If you do not want to talk to someone who works at the school, you could also talk to your parents about your complaint. Your parents may then tell someone who works at the school, so the problem can be fixed.

There are a couple of different ways for you to make your complaint:

- By talking to an adult
- By writing to an adult
- By using the classroom worry box in KS2



You will not get in trouble for making a complaint – we will always take your problem seriously and listen to what you have to say.

Whoever you tell about your complaint might need to tell other people at school or other organisations who are here to keep you safe about your complaint – this will only be done to make sure you are being kept safe.

What will happen when I make a complaint?



Once someone at school knows about your complaint, here is what will happen.

Stage 1

You will be asked to speak to a member of staff at the school to explain the problem. They will ask you questions about your complaint, and they will tell you how the problem might be dealt with.

During this conversation, the staff member will listen to everything you have to say and will write down what you talk about.

Once you have spoken to the member of staff, they will then investigate your complaint. They will speak to you again within **15** school days to talk about how your problem can be solved.

If you are not happy with the solution, or if the problem is too tricky to fix within **15** school days, stage 2 of this procedure will happen.

Stage 2

During stage 2, you will be asked to speak to the headteacher about your complaint. If your complaint is about the headteacher then you will speak to our chair of governors. You will be asked to talk about your complaint, and we will be able to tell you what has happened so far to help fix the problem.

During this conversation, notes will be taken about what is being said. We will look after these notes and make sure people who do not need to have this information do not get to see the notes.

If the problem cannot be fixed after another **15** school days, stage three of this procedure will begin.

Stage three

During stage 3, the school's governing board will be responsible for taking care of fixing your problem.

The governing board will think about the complaint, talk about what has already been done to try and fix the problem and try and find a solution.

The problem will be looked at thoroughly and a solution will be found within **20** school days.

If a solution hasn't been found in **20** days, or the solution found doesn't fix the problem, your parents can then appeal the decision. You will not be involved in this process, but you will be told about the result of the appeal.

What if someone is complaining about me?

If a complaint is being made about you, you will be asked to talk to the adult responsible for the complaint, so you have the chance to tell your side of the problem.

You will always be treated fairly by the school when looking into the seriousness of the complaint.

If the school finds that you are responsible for the problem being complained about, you will be disciplined in line with the school rules.

Important things to understand

Here are the main things you need to understand about this policy:

- A “**complaint**” is something you make when you are unhappy about something or someone at school.
- If you ever want to make a complaint about something, you need to talk to an adult you trust in school or your parents.
- You will not get in trouble for making a complaint – we will always take your problem seriously and listen to what you have to say.

If you have any questions, you can always speak to a member of staff at school.

Complaints form

You can use this form to tell the school about your complaint. Once you have filled in the form, you should give it to your teacher or another adult you trust at school.

You may want to ask your parents or an adult you trust at school to help you fill in this form.

Your name	
Your class	
Your parent's contact details	
What your complaint is about	
Who you have told about your complaint	
How you would like your complaint to be solved	
Your signature	
The date	