



# **Child-Friendly Complaints Procedures Policy**



## **Oxenhope Church of England Primary School**







Created By:	Last reviewed:	Next Review Date:
A Jones	May 2022	May 2025

### Our School Vision

We are a community where each person is valued by God. We nurture confidence, delight and discipline in seeking the skills needed to shape life well.

Life in all its fullness; John Chapter 10 v 10.

At Oxenhope our school values are:

<p><b>Love</b></p> 	<p>'Love your neighbour as yourself' Luke 10 v 27 Just like Jesus was 'moved with compassion' we want to instil the children of Oxenhope with selfless kindness towards others. The ultimate aim is to do good to other people, whoever they may be.</p>
<p><b>Service</b></p> 	<p>'Serve one another in love' Galatians 5 v14 At Oxenhope we actively seek opportunities to work together to help others in both our local and wider communities. As even Jesus washed the disciple's feet we can learn from his example and seek to do good where we can, both locally and globally.</p>
<p><b>Forgiveness</b></p> 	<p>'Forgive us our sins as we forgive those who have sinned against us.' Luke 11 v 4 These are the words we quote in our school prayer. As we appreciate how much we have been forgiven, we can forgive others.</p>
<p><b>Courage</b></p> 	<p>"Have I not commanded you? Be strong and courageous. Do not be afraid; do not be discouraged, for the LORD your God will be with you wherever you go." Joshua 1 v 9 It is important that the children go from Oxenhope with a determined strength that they can bravely overcome whatever challenges they are faced with.</p>
<p><b>Endurance</b></p> 	<p>'Be joyful in hope, patient in affliction, faithful in prayer.' Romans 12 v 12 Jesus' followers are challenged to think of life like a race. However - NOT a short sprint but a marathon! The bible says that we are made stronger for the future every time we endure and refuse to give up. We teach our children to persevere and not give up hope.</p>
<p><b>Respect</b></p> 	<p>'So, in everything, do to others what you would have them do to you.' Matthew 7 v 12 At Oxenhope we teach children how to value others, whoever they may be, and celebrate what makes us different and unique.</p>

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## Feeling safe and happy at school

At Oxenhope, we promise to listen to our pupils' concerns and complaints. 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 make a complaint if you need to, who you can talk to and what will happen once you have complained.

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



# 1 What does it mean?

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

A “**concern**” is when you have a worry or doubt about something or someone.

In this policy, complaint has been used to mean both a complaint and a concern.

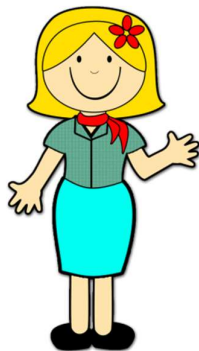
Both a complaint and a concern can be told to anyone, e.g. your parents, teacher or friend. If you tell a teacher or another member of staff at school about a complaint, it will be taken seriously and we will listen to what you have to say.

# 2 What do I have to do?

You might be thinking “what sort of thing would I complain about?” – below is a list of examples. If you are unsure whether you need to complain about something, talk to your teacher to check.

You may need to complain about:

- An event – such as a school trip.
- Anything about your school life – such as homework, school uniform.
- The behaviour of an individual(s) – for example, another pupil or member of staff.
- Something that affects you as a pupil – such as bullying, inappropriate language, name-calling or touching.
- Something that has happened outside school but is connected to the school – such as the behaviour of pupils on transport or in the street.



If you ever need to complain about something like the examples above, you need to talk to somebody you trust. This could be anyone from the list below:

- **The headteacher**
- **A teacher**
- **Your parents**
- **Another member of staff**

You can always talk to your friends about a problem, but if you want something done about it, it is important to tell an adult as well.

Of course, you should only make a complaint when you need to. When choosing whether to complain or not, ask yourself:

- Is my complaint about something which affects the whole school or a group of pupils?
- Could I solve the problem by talking to my class teacher, a teaching assistant, or someone else in school?

- Am I happy to ask an individual member of staff to sort the issue or do I want to use the steps in this policy?

Once you have thought about the questions above, you can make your complaint. When the complaint has been made, you should:

- Cooperate with the school to help with understanding and finding a solution to the complaint.
- Tell someone about the problem in lots of detail.
- Respond quickly to any questions the adult you told has asked.
- Ask for help when needed.
- Be respectful of the people involved.

As a result of your help, the headteacher will:

- Ensure you are involved in fixing the problem you are complaining about.
- Talk to you about the progress of the complaints process.
- Ensure your privacy and confidentiality is protected as much as possible but sometimes there are rules about when information has to be shared to help keep you and others safe.
- Treat you with equality and fairness throughout.
- Tell you any information you need to know about what you have said or what will happen.

# 3

## When should I complain?

Any pupil can complain if they need to. We will consider all complaints made.

When making a complaint, we ask that you make it as soon as possible so we can properly investigate it and resolve any problems you have. It will be harder to look into your complaint if you wait to tell us.



When you make a complaint, you can choose to tell us in person or you can write it down or use the form at the end of this policy.

If you are making a complaint about the headteacher you shouldn't complain directly to them – talk to your parents or another teacher or a governor. The governing board of the school will be also be told.

# 4

## What will happen when I complain?

Once you have made a complaint, the adult you told will think of the best way to deal with it. This may include telling a more senior member of staff.

You don't have to worry if somebody else is told about your complaint; you are not in trouble, it just means that the person you told thinks it is best to tell them to keep you safe and happy in school.



## What will the school ask me?

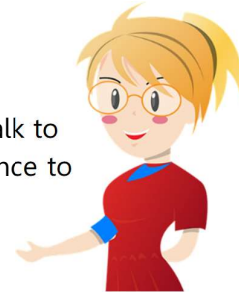
When you make a complaint, the adult you tell will talk to you about the following things:

- The main problems you have, your options and how it might be dealt with
- If the complaint will be resolved informally
- If any actions will be taken by the school as a result of the complaint



## What if someone is complaining about me?

If a complaint is being made about you, you will be asked to talk to the person 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.



## Serious complaints

If you have ever been physically or emotionally hurt by an adult or peer, it is important that you tell a responsible adult. They will ask you what has happened and if they think your safety is at risk, they might tell social services.

If this happens, the social services will take over the investigation of the complaint. If this happens, you can talk to any member of staff if you have any worries.



## Complaining about the same thing

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Because we want to take every complaint seriously, it is important that you only tell us things you haven't complained about before unless the problem has not been resolved.

If we have found a solution to your complaint and told you what will happen to fix your problem, then the complaint is closed. If you complain about the same thing over and over again after we have fixed the problem, we don't have to discuss the issue anymore.

We don't want this to happen. So, to avoid any repeated requests, we will:

- Make sure we have done all we can to fix the problem.
- Make sure we have told you what we have done to fix the problem.
- Tell you when you are repeating a complaint and why we won't be responding to you.

If you feel you have not been listened to by the school, you and your parents can contact the board of governors.





## Complaints form

This complaints form can be used to submit a complaint to the headteacher, or the governing board if your complaint is against the headteacher. You can ask a parent or teacher to help you to complete this form. Please hand it in to your teacher once it has been finished.

Name:	Home address:
Teacher's name:	
Year group:	
Pupil's date of birth:	
Parent's telephone number:	
Parent's email:	Postcode:
What is your complaint about, and what would you like the headteacher to do to fix it?	
When did you talk to your teacher about the problem you have?	
What happened after the talk? Was your problem solved?	
Signed (pupil):	Date: