

What if someone complains 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 responsible for the problem being complained about and you displayed undesirable or unacceptable behaviour then school will follow the remember, reflect and restore phases in line with the school behaviour policy.



Serious Complaints

If it is really serious, someone from the Willows Academy Trust or the police may ask to speak to you.

If one of the adults mentioned above wants to talk to you, you will have another adult with you at all times – this will likely be one of your parents, unless you want someone else there.

You will be told what will happen during the interview before it starts and what you're allowed to do. A transcript (a written record of what has been said) will be made and you will be able to read it or have it read to you to make sure you are happy that it reflects what you have said.

Shardlow Primary School



Child Friendly Complaints Policy

At Shardlow Primary School we want all our pupils to feel safe and happy and pupil wellbeing is at the heart of all we do.

What is a complaint?

Making a complaint is telling someone about something which makes you feel unhappy or uncomfortable.



Things you can do

- Tell a parent/carer or family member
- Tell a trusted grown up in school
- May be Mrs Magner
- Write it down and put it in the worry box
- Ask someone to write it down for you and put it in the worry box.

NEVER KEEP IT TO YOURSELF

If you tell a trusted adult we will act on it quickly to make sure that it can be sorted out.

You will not be in trouble.

We will ask you the details of what the problem is.

We may need to talk to other adults so that we can sort it out.

We will?

- ❖ Always listen to you
- ❖ Find out what has been happening
- ❖ Do everything we can to sort it out
- ❖ Keep you safe

