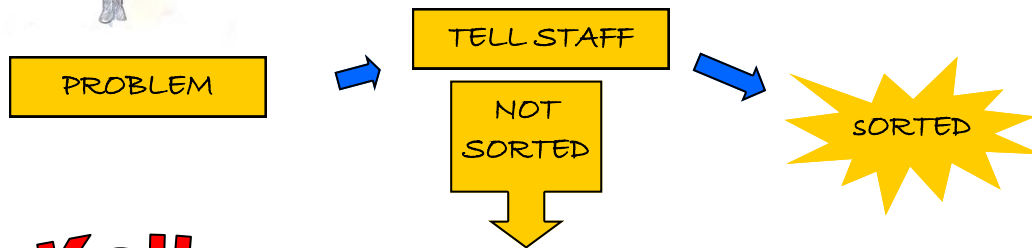


COMPLAINTS



This chart is to show you what to do if you're not happy about something that's happened, either with staff or another pupil.



Kelly

Complaints Form

... will deal with your form if it's about Child Protection but if it's a complaint she'll pass it to ..

A member of staff will help you fill in your form if you wish. Your form is then given to Kelly

Remember it's always important to tell someone if you're not happy about something

Pau

... he'll speak to the person involved in the problem and then he'll speak to you ...

NOT SORTED

Complaints Panel

Three members of staff will meet and discuss your complaint

NOT SORTED

SORTED

You may "appeal" against the panels decision. You will need to speak to The Head Teacher, a School Governor, your Social worker or Family Support Worker

PUPIL COMPLAINTS FORM

Ref No: _____

Pupil's Name: _____

Date and time of problem: _____ Where did the problem occur? _____

Which people were involved? _____

What is the problem? _____

What action did the staff take? _____

Which member of staff is helping you fill in this form? _____

Your signature: _____ Staff signature: _____

Received by Kelly Hoggins: _____ Date/time: _____

Actioned: _____

Received by Paul Gamble: _____ Date/time: _____

Actioned: _____

* Problem sorted – Pupil's signature: _____ Date/time: _____

* Not sorted – referred to Complaints Panel: _____ Date/time: _____