



Hope View School **Pupil Complaints Procedure**

As a pupil you can make a complaint about any matter concerning your school. By law Hope View School must have a procedure for dealing with complaints from many people including parents and pupils.

Where to find the Complaints Procedure

If you want to make a complaint ask the Headteacher for a copy of your school's complaints procedure. It will explain how you go about making your complaint. You can also ask the person named in the procedure as a contact point to find someone to help you make your complaint and guide you through the process.

Some things you could complain about are:

- 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
- something that has happened outside school but which is connected to the school – such as the behaviour of pupils in a taxi or in the street.

These are only some examples. There may be other things you want to complain about.

Privacy

All complaints will be kept private. This means that normally it will not be discussed with anyone without your consent. However there are some circumstances where a complaint has to be shared with other people, especially if it means you or another child is in danger of being hurt. If this is the case this will be explained to you.

Making a complaint

When you make a complaint

- everything you say will be listened to,
- you will be asked questions to make things clear,
- you will be dealt with fairly,
- your parents or carers will not be told you have made a complaint without your agreement,
- your complaint will follow the procedure your school has in place with your agreement,
- you will be allowed to have someone with you to help if you wish. This could be a parent, friend, relative or someone else,
- you will be told how your complaint is progressing,
- you will be told the outcome and given a letter confirming this.

Things for you to consider when making a complaint

- Is your complaint about something which affects the whole school or a group of pupils?
- Could you solve the problem in any other way by talking to your class teacher, a teaching assistant, or someone else in school.
- If you decide to ask an individual member of staff to take up the matter but you are not satisfied with the results you can still use the school's complaints procedure.

Other involvement of pupils

You could be :

- A pupil who is being complained about, or
- a pupil who has seen something happening that is being complained about.

In these situations:

- everything you say will be listened to,
- you will be asked questions to make things clear,
- you will be dealt with fairly,
- you will be allowed to have someone with you to help if you wish – a parent, friend, relative or someone else.

Who to make your complaint to:

If your complaint is about another pupil the first person you should complain to is your class teacher or a teaching assistant.

If your complaint is about a member of staff, the first person you should complain to is the Headteacher/Deputy Headteacher.

If your complaint is against the Headteacher then your complaint should be made to your parent or carer who should then contact the school's Chair of Governors.

Links with other policies

Equality and Diversity Policy

Anti Bullying Policy

Safeguarding Policy

E-Safety Policy

The named contact for this policy is: Mrs C Lorne – Headteacher

Policy review date: August 2020