



**PENLLERGAER PRIMARY SCHOOL**

# **Our Cool Complaints Policy**

**Developed with our School Council**



## Cool Complaints



By law our school must have a procedure for dealing with complaints from many people including parents and pupils.

As pupils we can make a complaint about any matter concerning our school.

**Remember.....** A complaint is more than just a moan. A complaint is taken seriously and there are set procedures the school must follow.

**Mrs Griffiths** is the school's designated person to hear pupil complaints.

### Some things you could complain about are:

- anything about your school life
- the behaviour of an individual(s) – for example another pupil or member of staff
- something that has happened outside school but which is connected to the school – such as the behaviour of pupils on a school bus

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 our consent.

However, there are some circumstances where a complaint has to be shared with other people, especially if it means we are in danger of being hurt.

This will always be explained to you if this is the case.



### Making a complaint

When we make a complaint we will be:

- listened to,
- asked questions to make things clear,
- dealt with fairly,
- allowed to have someone with us if we wish,
- told how our complaint is progressing,
- told the outcome

### Things for us to consider when making a complaint

- Is our complaint about something which affects the whole school, a group of pupils or an individual pupil?
- Could we ask the School Council to consider it?

- Could we solve the problem in any other way by talking to our class teacher, teaching assistant or someone else in the school?
- If we decide to ask the school council or an individual member of staff to take up the matter but we are not satisfied with the results we can still use this Cool Complaints Procedure.



### Other pupils

We could be a pupil who:

- has seen something happening that is being complained about or
- is being complained about.

In these situations we will be:

- listened to,
- asked questions to make things clear
- dealt with fairly,
- allowed to have someone with us to help if you wish.

### Remember:

- All complaints are treated seriously.
- Most complaints can be dealt with quite quickly, if we tell someone.
- There may be consequences if we make malicious or spiteful complaints that are found to be untrue.

