

Carew Academy Student Complaints Policy

At Carew Academy, we want all our students to feel safe, listened to, valued and respected. We want to empower you to always feel comfortable voicing your opinions, thoughts and feelings. We want to teach you the skills to speak out confidently. We can do this in many ways such as:

- In all your lessons
- Class Charters
- Student Voice
- The Zones of Regulation
- The Student Ambassador Programme



All Carew Academy staff promise to always listen to students' concerns, complaints and worries. We want to make sure any problem you have is sorted out as quickly as possible, so you can be happy and feel safe at school. This policy shows you how you can make a complaint if you need to, who you can talk to and what will happen to make things better. It is very important to remember that you will never get told off if you complain and we will always take your complaint seriously.

What is a complaint?

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. 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 always listen to what you have to say.

How do I make a complaint?

You can talk to any adult in school. This could be anyone from the list below:

- The Head Teacher
- A Teacher
- A Teaching Assistant
- Student Support
- Any adult you trust



The adult you choose will be happy to help you no matter how big or small your complaint or concern is. If you are making a complaint about the head teacher you shouldn't complain directly to them— talk to another adult. The school governors will also be told.

When do I complain?

Any student can complain if they need to. We will always listen to your complaint or concern and do our best to help. Try to tell us as soon as you can, so that we can help you feel better about the problem quickly.

If the complaint is about you or another student being hurt or abused then you need to speak to the Safeguarding Team as soon as you can. They are:



Ms Morris



Ms Capon



Ms Duggan

What will happen when I complain?

Stage 1



We try very hard to sort out all complaints at stage 1. You will meet with the appropriate teacher, who will talk to you about your complaint and together you can sort it out. They will make sure you are happy with the outcome. The teacher will also discuss the outcome with your parents.

Stage 2

If the complaint cannot be sorted out at stage 1, then a teacher will help you complete the complaints form (found at the bottom of this policy). It will be passed onto the head teacher who will let you know they have received the complaint within 1 week and will try to sort out the complaint within 3 weeks. The head teacher will ask a member of the senior leadership team to investigate the complaint and help you sort it out. The head teacher will meet with you to make sure you are happy with how your complaint was sorted out and to check you are happy with the outcome.

Stage 3

If the complaint has not been sorted out at stage 2 then it is passed onto the Governors at OHCAT, who help us make the school outstanding. They will try hard to sort out the complaint for you. A meeting will be arranged within 20 working days. You will know how the Governors have sorted out your complaint within 7 days after their meeting.

Remember there is support outside school too:

Report Abuse helpline: 0800 136 663 or via email at help@nspcc.org.uk

Childline: 0800 1111 or <https://www.childline.org.uk/get-support/contacting-childline/>



Complaints Form

This complaints form is 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 complete this form. Please hand it in to your teacher once it has been finished.

Name:

Class:

What is the complaint about?

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 the problem solved?

Signed:

Date: