

# **ETTINGTON C of E PRIMARY SCHOOL**

Reviewed October 2023



*Ettington Church of England  
Primary School*

*Learning for Fullness of Life  
Trust-Respect - Love*

## **CHILD FRIENDLY COMPLAINTS POLICY 2023-2024**

**Ratified October 2023**

**Chair of Governors**

A handwritten signature in black ink, consisting of several loops and a long tail.

**Headteacher**

A handwritten signature in black ink that reads 'Michelle Howe'.



Building on the theological concepts that God created the earth and everything in it, we provide opportunities to appreciate God's creation of the world and how EVERYONE was made in God's image (Imago Dei) and loved, valued, celebrated and represented. As a school, we aspire to live out God's plan for all to flourish. We believe in providing our children with varied opportunities to use and develop the gifts and talents they have been blessed with, to ensure they embrace "Life in its fullness" (John 10:10).

The complaints policy for our children ensures that their voice is being heard and is based upon a Christian Values system of Trust, Love and Respect. We aim to ensure that all children feel safe, secure and happy in school. Our aim is that we can live life in all fullness and can trust each other, respect what God has given us and ultimately love and be loved. At our school we promise to listen to our children's concerns and complaints. We want to make sure any concerns or worry is addressed as soon as possible, so you can be happy and feel safe at school. This policy has been made so that you know what to do if you have a concern or a complaint, who you can talk to and what will happen once you have complained.

It is important to know that you will not get in trouble if you complain, and we will take your complaint seriously.

What does it mean?

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 / carers, 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 listen to what you have to say.

### **Things to think about when making a complaint**

- Is my complaint about something which affects the whole school or a group of pupils?
- Could I solve the problem by talking to my parents / carers / class teacher / Teaching Assistant / Mid-day Supervisor or someone else in school?
- If you are making a complaint about someone you should not complain directly to them: talk to your parents / carers / a member of staff

## **When should I complain?**

- Any pupil can complain if they need to. We will consider all complaints made
- When making a complaint, we ask that you make it as soon as possible so we can properly investigate it and resolve any problems you have. If you make a complaint three months after a problem happens, we may not be able to look into your complaint. If this timescale changes, we will let you know.
- When you make a complaint, you will be asked to complete a Complaint Form. You can find one at the end of this policy or you can ask your teacher and they will give you a copy. You will always be given the chance to complete this form and hand it in to your teacher.
- If you are making a complaint about the Headteacher you should not complain directly to them – talk to your parents or another teacher. The Governing Board of the school will also be told.

## Complaint Form

Your name:

Pupil's name (if relevant):

Your relationship to the pupil (if relevant):

Key points of your complaint – Please summarise the key issues for you

Timeline – please *summarise* the sequence of events – in date / time order

Your desired outcome(s) – What are you hoping to achieve? What actions do you feel might resolve the problem at this stage?

Are you attaching any paperwork? *Please give clear references and indications of documents, records, policies, and any other documents that will help us to understand your point of view and your complaint*

Signature:

Date:

**Official use**

*Date acknowledgement sent:*

*By whom:*

*Complaint referred to:*

*Date:*

## School Complaints Procedure Flowchart

