



## **Pupil Complaints Policy**

Under The Children Act 1989, Yarlet School is required to provide a procedure through which pupils can express their concerns and formally register complaints if they so wish.

The school has taken steps to foster trust and pastoral care by establishing Form Teachers and Tutors and others to whom pupils can turn if they are worried about something. It is hoped that, if and when problems arise, pupils feel there is an adult at school who can help them.

Pupils are expected to treat others with respect, understanding and tolerance. In return, they should expect similar treatment.

This complaints procedure is displayed in school, giving a stage-by-stage guide as to how a pupil can raise a concern if he or she is unhappy at school or is worried about something. It is the role of adults at Yarlet School to be sympathetic, both by trying to anticipate difficulties and by offering support to a pupil in need. Pupils are actively encouraged to seek out an adult if they need support or are worried about something.

This procedure is designed to ensure that a pupil obtains prompt, impartial support so that he/she can continue to feel safe and happy at school..

The procedure is as follows:

1. The pupil is advised to talk over problems with an adult at school or their parent(s).
2. If the matter remains unresolved, the child may write a formal complaint to their Form Teacher, Tutor or Headmaster.
3. Any formal complaints will be logged.
4. There is a meeting between the pupil and the Headmaster in an attempt to fully address the pupil's concern/s. This will happen within 48 hours.
5. The child contacts an independent person (outside Yarlet School) if this is deemed helpful or necessary or the concern/s remain/s unresolved.

# Advice to pupils

## Are you unhappy or worried about something at school?

Just as there are rules for pupils at school, so there are rights. We want you to be happy. However, sometimes you might be worried, perhaps about the way you are being treated, either by an adult or another child. This policy is designed to help you by explaining how to act if you are concerned about something. It aims to answer the sort of questions that you might want to ask.

**Q Who do I speak to if I feel unhappy?**

A First of all, try speaking with an adult at school who you trust or your parent(s).

**Q But what if I don't want to go on my own?**

A Ask a friend to go with you.

**Q Suppose I still can't make anybody understand?**

A Don't worry. You have other options.

**Q What do you mean?**

A Write down what has happened to make you feel concerned, in as much detail as possible, and hand your note to your Form Teacher, Tutor or the Headmaster.

**Q How long will I have to wait for something to happen?**

A Within two days, the Headmaster will talk with you about your concern/s. By then, your concern/s will have been logged. This log will be kept private and will only be used to help resolve your concern/s.

**Q Will I have to be on my own in the Headmaster's Study?**

A No. You can have a friend (young or old) with you.

**Q And if I'm still not happy after that meeting?**

A You should get in touch with an independent person who is outside Yarlet. Her name is at the very end of this policy.

**Q What happens if I have a problem that I don't want to discuss with anybody at school, not even my best friend?**

A Easy. Just get in touch straightaway with the independent person. She is there to help. Or you will see the Childline telephone number around school. (0800 1111)

**We try to make life at school as happy as possible, but here are some things that have been known to make children unhappy or upset.**

- They have been treated unfairly or verbally abused by an adult at school.
- They have felt that a punishment has been unjust, or in some way not right.
- They have been treated unkindly by another child.
- They have been bullied.
- They have found it difficult to make friends.
- They have been picked on because of the race or because they are different in some other way.
- They have felt that nobody understands the difficulties they have with their work.
- They have been hurt or abused or had suggestions made that seemed wrong.
- They have been made fun of.
- They have not liked the food.
- They have felt a lack of privacy.
- They have had something stolen or “borrowed” and not returned, or possibly broken.
- They have had difficulties with a particular academic subject.

Pupils can be assured that all complaints and concerns will be treated seriously and confidentially. Any records relating to the complaint will be kept confidential.

**Remember, you have a right to speak out on issues like this.**

**Follow the advice in this policy.**

**And finally, here is the name of the independent person:**

Mrs Rebecca Harrison  
St Dominic's Priory School  
21 Station Road  
Stone  
Staffordshire  
ST15 8EN  
Telephone: 07375 520079  
Email: head@st-dominicspriory.staffs.sch.uk

**Signed:**



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