



Outcomes
First Group



**Avonside
School**

Young Learners Complaints Policy

Our Promise to You

At our school, we want every young learner to feel:

- Safe
- Respected
- Listened to
- Supported

If something is worrying you, upsetting you, or feels unfair, you have the right to speak up.

We will listen and do our best to help.

What Is a Concern?

A concern is when something is worrying you, and you want help or advice.

Examples:

- You feel upset about something that happened
 - You are worried about another student
 - You need help with a problem
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What Is a Complaint?

A complaint is when you are unhappy about something and want the school to do something about it.

Examples:

- You feel you have been treated unfairly
 - Someone has upset you
 - A problem has not been sorted out after you asked for help
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Who Can Make a Complaint?

Any student can make a complaint.

You can complain about:

- Another student
 - A member of staff
 - Something that is happening in school
 - Something outside school that is linked to school
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Who Can You Talk To?

You can speak to any trusted adult in school, including:

- A teacher
 - A teaching assistant
 - Your form tutor
 - A member of the safeguarding team
 - Any adult you feel comfortable talking to
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What Happens When You Make a Complaint?

Step 1 – Tell Someone

Talk to a trusted adult about what is wrong.

Sometimes problems can be sorted quickly just by talking.

Step 2 – We Write It Down

If needed, staff will record your complaint so it can be looked into properly.

Step 3 – We Investigate

The school will look into what happened.

This may include:

- Talking to people involved
 - Asking questions
 - Checking information
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Step 4 – We Let You Know

We will explain:

- What we found out
 - What will happen next
 - How we will support you
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Serious Complaints

Some complaints may need extra support.

This may mean:

- Parents/carers are informed
 - Outside agencies are contacted
 - Meetings are arranged
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If Your Complaint Is About a Member of Staff

If your complaint is about a member of staff:

- It will be taken seriously
 - It will be investigated fairly
 - Safeguarding procedures will be followed
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Privacy and Confidentiality

We will try to keep your complaint private.

However, if we think:

- You are unsafe
- Someone else is unsafe
- There is a safeguarding concern

We may need to share information with the right adults to keep people safe.

Respect When Making a Complaint

Everyone should stay respectful when raising concerns.

We do not accept:

- Threatening behaviour
 - Swearing at others
 - Violence
 - Bullying
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Remember

Your voice matters.

You do not have to deal with problems on your own.

If something is wrong:

Speak up.

Tell someone.

We are here to help.
