Pupil Complaints Policy

We believe that all pupils should:

- Be able to raise concerns or complaints about any aspect of school life with any member of staff with whom they feel comfortable.
- Feel confident that their concerns or complaint, no matter how trivial will be listened to and considered and that there will be no consequences for the pupil making the complaint.
- Report incidents/concerns/complaints when they arise to make us aware.
- Know that the member of staff will investigate the concern or complaint fully to ensure they have all the necessary information and then take appropriate action. This may involve talking to parents.

Through our PDP lessons and assemblies, pupil complaints and ways of dealing with them are explained to pupils. Our PDP programme is used not only to teach pupils appropriate ways to behave and how to be aware of the feelings of others but also encourages them to understand that their views matter and are considered.

In more complex situations, a written record of outcomes may be shared with the pupil involved and if it were felt necessary and appropriate shared and discussed with parents.

This policy is reviewed regularly by the School Leadership Team and the Headteacher and is displayed in all classrooms.

Agreed by ……

School Leader

School Leader

School Leader

School Leader Headteacher