



KNIGHTON HOUSE

D O R S E T

PUPIL COMPLAINTS PROCEDURE

WORRIES AND CONCERNS

This leaflet is for your use. Read it and keep it safely. It explains what you can do if you feel worried about something and what you may do if you wish to complain about how you are treated, or how you have been treated.

If you lose it and think there is something you need to complain about you can get another copy from the School Office, your Form Teacher or the Headmaster.

There are two things to remember:

- a) you may just wish to talk to someone about it, or
- b) you may wish to make a complaint.

Either way, this leaflet will assist you to decide what to do.

What to do if I just want to talk to someone?

Remember you have close friends who may be able to help, or an older pupil to whom you feel you can turn. The Form Teachers, teachers and the Headmaster, or any other members of staff are always ready to help. There are notices around school to remind you who you can speak to. Just ask if you may have a word in private. We want to help you.

There may be a time when you feel that you cannot talk with a member of staff – this is perfectly natural. Talk, telephone, to any of the following:

- Your parent
- Our independent listener Mrs Stillman (01202 944274) or stillmanlj@sky.com
- Childline (0800 1111)
- ISI (0207 6000100)

These phone numbers are displayed on notice boards around school.

What happens if I want to make a complaint about something?

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you are being treated. The first thing you should do is talk to the Headmaster, Deputy Head, Senior Mistress, Form Teachers, Teachers, Matrons or any member of staff you trust.

If the matter cannot be easily settled to your satisfaction then you can make a formal complaint. You could do this by:

- 1 Writing or talking to the Head, or your Form Teacher, or telling one of them that you wish to make a formal complaint.
- 2 He, or she, will then write the complaint in the Complaints Book held by the Head.
- 3 You will be told by the Deputy Head (designated member of staff for safeguarding and child protection) that she has seen the complaint and that it will be dealt with within two school days of your making the complaint.
- 4 You will then be asked to talk the matter through with the Head or Deputy Head and you can have a friend with you. This friend may be another child or any member of staff. If, within two more days, you have not had the matter satisfactorily sorted out you may contact any of the people listed on the previous page. **YOU DO NOT HAVE TO INFORM STAFF OR ANYONE ELSE THAT YOU ARE COMPLAINING ABOUT THEM.**
- 5 Whichever member of staff you contact will speak to you at School, and again you can have a friend with you. You will be advised as to what course seems sensible and it will be up to you to make a decision, acting on his or her advice.

Things that might make you unhappy or upset:

- You feel that you have been treated unfairly by a member of staff.
- You feel that a punishment is unjust.
- A prefect, or senior girl, has treated you unkindly.
- You are being bullied.
- You feel that no one understands the difficulties that you are having with some of your work.
- Someone has hurt or abused you, or has made suggestions you think are not right.
- Someone is always teasing you.
- There is bad news from home.
- **OR THERE MAY BE SOMETHING ELSE YOU THINK IS WRONG.**

DO NOT BE AFRAID TO TELL SOMEONE
IT IS YOUR RIGHT TO BE TREATED PROPERLY
WE DO CARE AND WE WANT YOU TO BE HAPPY

You may also contact:

**Children Services Directorate
North Dorset Local Office
Bath Road
Sturminster Newton
Dorset
DT0 1DR**

Tel: 01258 472652

Fax: 01258 471228

Email: northdorsetsocialcare@dorsetcc.gov.uk

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