

Child-Friendly Complaints Policy & Procedures

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At Jigsaw, we listen to our students concerns and complaints. We strive to make sure any concerns or worries are addressed as soon as possible. We aim to make our school a place where you feel happy and safe. 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 won't 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 about something or someone.

Both a complaint and a concern can be told to anyone, e.g. your parents, teachers or friends. 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 parent, form teacher, head of year or someone else in school?
- 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 are making a complaint about someone you shouldn't complain directly to them: talk to your parents, another teacher, Head of Year or Senior staff.



What will happen when I complain?

- A meeting with a staff member (teacher, HOY or Senior staff) to explain the problem.
- During the meeting, the staff member will take notes of what has been talked about, and notes of any additional discussions about the complaint will also be noted down.
- You don't have to worry if somebody else is told about your complaint; you are not in trouble, it just means that the person you told thinks it is best to tell them to keep you safe in school.



What will the school ask me?

When you make a complaint, the adult you tell will talk to you about the following things:

- The main problems you have, your options and how it might be dealt with.
- If any actions will be taken by the school as a result of the complaint.



What if someone is complaining about me?

- If a complaint is being made about you, you will be asked to talk to the adult responsible for the complaint so you have the chance to tell your side of the problem.
- You will always be treated fairly by the school when looking into the seriousness of the complaint.