



Student Complaints

Complaints Procedure & Worry Box

This confirms that I understand the Complaints Procedure at Grafham Grange School, I have been given a copy of the Complaints Leaflet and I have seen a Complaints Form.

How it works

If I feel I have been unfairly treated by anyone, students or staff, I can make a complaint. I can speak to any member of staff about this and any member of staff can take my complaint. I can expect the member of staff to talk to me about the action they are taking and receive an outcome from it in 3 days or less.

Once the complaint is taken, then the person taking it may have to discuss it with others but it will only be discussed with people who need to know or who might be able to help resolve the issue.

Sometimes complaints can be resolved simply by having a meeting with the person against whom I make the complaint, or having a staff member speak to that person and tell them why I am upset. I accept that there will be different ways of dealing with the complaint, but that staff will make sure it is fair.

I know that all complaints will be taken seriously, and if I am not happy with the outcome of the complaint then I can ask for it to be taken to someone like the Designated Safeguarding Lead, Head of Care, Assistant Headteacher, or the Headteacher.

I can also speak to the Independent Visitor who visits the school regularly, and helps to make sure our school is a safe place to be. If I'm still not happy then I can ask that it be passed onto or taken to the Trust Chief Executive Officer Terry Connolly, or I can deliver it to them in person if I so wish.

If I am nervous or uncomfortable about talking about an issue I can always post a note or letter through the Senior Leadership Door. This means that I can tell someone without having to talk face to face about the issue. I know that I can choose whether to put my name on.

I know that there are posters around school giving me information on Child Line numbers and the Complaints procedures and that there are lots of people I can talk to who will help me when I am worried or upset about things.

Student Name:		Keyworker Name:	
Student Signature:		Keyworker Signature:	
Date:		Date:	