



**ST. MICHAEL'S CHURCH IN WALES  
(AIDED) PRIMARY SCHOOL**

# **Complaints Procedure Policy – Annex 1**

Procedures for handling complaints from or involving pupils

**This policy was adopted in September 2019**

Signed: M. Rid (Chair of Governors)

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Reviewed: September 2023

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## **Have your say**

### **Do you have a suggestion, concern or complaint?**

By working together we can make a difference.

We want you to feel safe and happy at school, but sometimes you may feel worried, have a concern or want to make a suggestion. We also want to hear about areas of school life that you enjoy and value.

If you are worried about something please tell a member of staff straight away so that we can look into it. We will take your concerns and any issues that you raise very seriously.

If you don't want to raise the concern yourself, you can ask a member of the school council, a member of staff or someone else you trust to take the matter up on your behalf.

### **When you raise a suggestion, concern or complaint:**

- we will listen to everything you say
- we will ask you questions to help make things clear
- we will treat you fairly
- someone can help you, such as a parent/carers, friend, relative or someone else
- the person dealing with your concern will tell you what is happening.

### **Privacy**

Usually, we will not tell anyone about what you say unless they are involved in dealing with your concern. Sometimes we will tell other people, for instance, if you or someone else is in danger of being hurt or upset. If this is the case we will explain it to you.

When you have a concern or complaint against another person, then that person will normally have a right to be made aware of the concern or complaint and be allowed to give their side of the story.

### **School council**

If your concern or suggestion affects the whole school or a group of pupils, we might suggest that the school council considers it or you might want to ask the school council yourself.

**We all want our school to be safe, caring and successful – the best it can be.**

**With your help we can make it so**