

Pupil Complaint Policy



Approved by: Penny Harris (Director) Jane Cox (Director) **Date:** 1st September 2025

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All policies are generated and reviewed with an awareness of equality and diversity in relation to pupils, staff and visitors. All policies are generated and reviewed placing safeguarding and wellbeing at the heart of all that we do.

1. Introduction

This policy is for your use. It explains what you can do if you feel worried about something and what you can do if you wish to complain about how you are, or have been, treated. If you would like to talk about anything in this policy, get a member of staff, a friend or member of your family to explain it to you.

There are two things to remember:

- You may just wish to talk to someone or
- You may wish to make a complaint

Either way this policy will help you to decide what to do.

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

You can talk to any member of staff you feel comfortable talking to. There may be times when you feel you can't talk with a member of staff - this is perfectly OK. Remember, you may have friends who might be able to help.

You can also talk, telephone, email or write to any of the following:

- Your parents or carers
- Penny Harris: 07792 236406 (an On Track Director)
- Jane Cox: 07580 741039 (an On Track Director)
- Childline Tel: 0800 1111

3. 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 or something which you think is wrong. This might be about how you are being treated. The first thing you should do is speak to any member of staff you trust; you can take a friend with you if you wish - another pupil or another member of staff. There is a form at the end of this policy to help you make a complaint in writing.

You will be asked what you would like to see happen as a result of your complaint and we will try to sort things out informally e.g. through an apology, or an explanation, or a resolution meeting.

If the matter can't be easily settled to your satisfaction, then you can make a formal complaint. You will need to do this by writing to one of your school's leaders to state that you wish to make a formal complaint. You can ask somebody to help you write the letter or someone else can write the letter for you.

Your complaint will be written in the complaints book held in the school office. You will get a letter from the school leader saying that they have seen the complaint and that it will be investigated. The school leader, or another staff member, may ask to talk the matter through with you as part of the investigation into your complaint.

Within 10 days you will receive a written response to your complaint, which will state what the investigation found out and what will happen as a result.

If you do not feel satisfied with this response, you can contact any of the people whose names are listed above. You do not have to inform staff or anyone else that you are complaining about them.

Whoever you contact will speak to you - again you can have a friend with you - and will advise you about what course of action would be most sensible. At that stage it will be up to you to decide whether to act on his or her advice.

Don't be afraid to complain.

It is your right to be treated properly and it is your right to complain if you think you are not being treated fairly. At no time should you be concerned that you will be victimised because you have complained.

4. Really serious complaints

You might want to make a really serious complaint e.g. that you have been hurt by a member of staff. This is not something that can be managed by staff at the school and it would be reported to your parents/carers and the Local Authority Designated Officer, who will tell us how we need to move forward. The police could be involved at this time. We will still record your complaint on a Pupil Complaint Form and once everything has been sorted out, you will meet with a senior member of staff to make sure that you understand everything and are happy that you have been listened to and supported.

Although information will go to other people very quickly, you may not get answers quickly, but you will be told of everything that is happening. There is a form to help you make a complaint on the next page of this policy.

If there is anything you would like to see added to this policy, email directors@ontrackededucation.com or ask a member of staff to write for you.

What I am going to do about your complaint:

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Outcome of the complaint:

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Are you OK with this outcome?

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Pupil signature and date:

Staff(s) signature(s) and date:
