

## **Pupil Complaints Statement**

We take our pupils' worries and concerns very seriously. We believe it is every pupil's right to be treated properly. We welcome our pupils informing us if they have a worry or are unhappy about something.

We have a pupil complaints statement, which tells pupils what to do if they are unhappy. In 2012, a working group of older pupils wrote the following statement along with the school counsellor, in order to explain to pupils what they can do if they feel worried about something and what to do if they wish to complain about how they are treated, or how they have seen another pupil being treated.

Things that might make us unhappy or upset:

- You feel that you have been treated unfairly by a member of staff.
- You feel that a member of staff has not been kind when working with you.
- You are being bullied.
- You feel that no one understands the problems that you are having.
- Someone has hurt you, or has threatened you.
- Someone is always teasing you.
- There is a problem at home.
- You have seen any of the things above being done to another pupil.

How to get help:

- Newfield school is here to see and care about our happiness
- Newfield school cares if we are angry or upset or in pain
- At Newfield school we can talk to different people who we trust if we are upset or angry or in pain
- If we have problems, a complaint or an issue we can go to any staff member to talk. We can go with or without a friend if we want to.
- If we see a pupil being held or a pupil who is upset we can ask members of staff what is happening.
- When you want to complain you can go to the head teacher or any other staff or your friends.
- If the problem is not solved. You should make a formal complaint.

How to get more help:

- You make a formal complaint by telling a teacher or one of the senior leaders – they will help you make the complaint.

## **Keeping this policy up to date**

A working group of pupils wrote this policy – the deputy head for pastoral and well-being and the school counsellor should make sure that it is kept up to date, by checking it with other pupils every year. This takes place via the school council and the Rights Respecting School Steering Group.

## **Links to other policies**

Any child or young person who makes a complaint shall have that complaint dealt with as a disclosure under the procedures detailed in the Child Protection & Safeguarding policy and outlined in the role and responsibility of the Designated Senior Lead for Safeguarding

This statement should be read in conjunction with the following documents:

- Child Protection & Safeguarding policy
- Anti-bullying policy
- RRSA School Charter
- Counselling policy

## **Equality duty**

Newfield School complies with the general and specific duties of the Equality Act (2010). In accordance with the duty we publish information that demonstrates that we have due regard to the need to;

- Eliminate unlawful discrimination
- Advance equality of opportunity
- Foster good relations

These specific duties have been considered in relation to all our policies and procedures in school. Our objectives will be reported on and published as part of the Governance public documents available for inspection under the Freedom of Information Regulations and Data Protection duties and in the school newsletter to parents.

## **Safeguarding**

Newfield School is committed to safeguarding and protecting the welfare of children and vulnerable adults as its number one priority

Full copies of Policies and Statements related to all aspects of Safeguarding, and the Complaints Policy, are available on request from Rachel Kay, Head Teacher and Designated Senior Person for Safeguarding and Child Protection.

The pupil complaints statement is written in accordance with the requirements of the Children Act (1989).