



Complaints Procedure

Young Persons Guide

An overview of the process involved

What can I do if things in school worry me or make me unhappy?

- Normally, any concerns or worries you have in school can be sorted out by talking it through with your carers, teachers, designated teacher, pastoral support or Headteacher. Your carers, teachers and head teacher at Smallbrook School want you to be happy here and want you to help you. If you are unhappy about something, the first thing you should do is to tell someone about it.

Stage 1: Who should I tell?

- Tell someone who you feel comfortable telling. This might depend on what is worrying you or making you unhappy. If you are unhappy about something at school, talk to your teacher or pastoral support about it and they will try to help.
- If you prefer to, talk to your carer about things and ask them to speak to a teacher or the head teacher about it.

The most important thing is that you do tell someone if you are unhappy about something.

What happens when I have told someone?

- We would hope that any worries or concerns you have would be talked through and a solution agreed with you. This is called '*informal resolution*'.
- If a solution cannot be agreed by talking things through, or you are unhappy with how this talk goes, or you don't feel anything has been done about listening to your concerns, you may want to make a '*formal complaint*'.

Stage 2: Making a formal complaint

You can do this by:-

- Talking to a member of staff you trust and telling them that you want to make a complaint.
- Talking to the head teacher at Smallbrook School and reporting your complaint.
- Writing. If you don't want to talk to anyone, you can request a complaint form from the school office.
- Write the details of your complaint and pass this to the pastoral team or the head teacher.

What happens next?

- The head teacher or pastoral team will speak to you about your complaint as soon as possible – at least within 5 working days of receiving your complaint.
- The head teacher or pastoral team will acknowledge and log your complaint and read it back to you to check they have got all the details correct. They will discuss the complaint with you and offer you any support you may need.
- If necessary, the head teacher or pastoral team who is dealing with the complaint will talk to everyone involved and tell you the result of this investigation in no more than four weeks.

Useful Information

- Your key worker, the head teacher or the pastoral team member dealing with your complaint will explain the process to you in more detail and will support you through the complaint.
- Further details about making a complaint are in the Young Persons Guide to Bryn Melyn Care as well as details of independent advocates who can support you through the complaint. They are independent of Bryn Melyn Care or Smallbrook School.
- If you want to read Bryn Melyn Care Complaints Policy Document, there is one in your home or you can ask for your own copy.
- Don't feel that it is bad to complain. You have a right to speak out about things which make you unhappy or which are wrong. Your staff team will always support you through the process of complaining. No one should make you feel bad because you complained.

My complaint has not been sorted out properly! What else can I do?

- If you are unhappy with the outcome of your complaint, you can ask for it to be looked at again.
- Follow the advice in Stage 2 (Making a Formal Complaint) in this booklet or speak to an adult who works with you that you trust.

What happens next?

- Once you have told someone that you are not happy with the outcome of your complaint, another manager will contact you within 5 days.
- The manager will again support you and speak to you about your complaint. They will arrange for your complaint to be looked at by a small group of people who were not involved in the details of the complaint. At least one of these people will not be involved in the running of the school. People with parental responsibility for you will be invited to discuss the complaint with this group.
- You will be informed of what has been agreed by the group.

Remember ! ! ! !

- You should tell someone if you are unhappy about anything at school – your teacher, pastoral team, head teacher or carer.
- You should expect adults to help and support you and to listen and discuss the issues with you. Usually an informal complaint can be resolved this way.
- You should follow the guidance in this booklet if you are not happy with the way the complaint was dealt with. Follow the steps for Stage 2.
- We will probably complain about your behaviour from time to time, but we won't stop liking you and we won't stop working with you.

Policy Reviewed By CRS	Signature	Date
Next Review Date: May 23	CRS	29 04 20
Interim Review Comments: No update required		
Policy Reviewed By:		
Next Review Date:		
Interim Review Comments:		
Policy Reviewed By:		
Next Review Date:		
Interim Review Comments:		
Policy Reviewed By:		
Next Review Date:		
Interim Review Comments:		