

What if I'm the one in trouble?

You can have a friend or member of staff with you when the duty person sees you.

What sort of things is it ok to complain about?

Sometimes you may wish to complain about something that is worrying you or has made you upset. For example:

- > You may have been bullied.
- > You could feel picked on because of your race, size or sex.
- > You might not like the food.
- > You may have had a sanction imposed and feel it was not fair.
- > You might think you have been treated unfairly or have been verbally abused.
- > Someone could have hurt you or said things to you which are upsetting.



What are my rights?

You have a right to be treated fairly. Do not be afraid to complain if you think you are being unfairly treated.

Why should I talk about things that worry me?

If there is anything that is causing you concern you must talk to an adult so that they can do their best to help you feel happier. Speak to an adult sooner rather than later so a little worry does not become a big worry.

What should I do if I have something to say that I think affects everyone?

You can speak to a member of the School Council. This issue will then be raised at the next School Council meeting or the Rainbow House Student meeting.



2020-21

Rainbow House, Charlton Park Academy, Charlton Park Road, London SE7 8HX

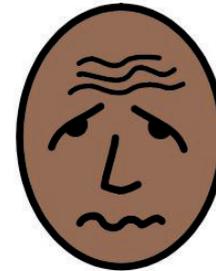
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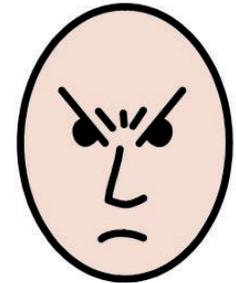
Would you like to make a complaint?

Worries and Complaints: Students' Guide

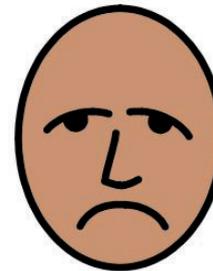
worried?



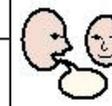
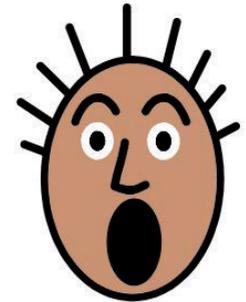
angry?



sad?



scared?



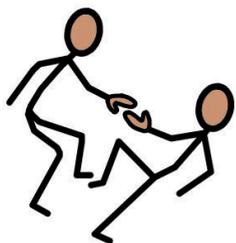
tell someone

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What do I do if I want to make a **complaint**?



The first thing you should do is talk to a member of staff you feel you can talk to. You can take a friend with you. Tell them what is wrong and see if they can help you with it. They will listen to you and do their best to sort out what is worrying you. If you do not feel happy with the way your

complaint has been dealt with you can make a formal complaint.

To do this:

1. Arrange a meeting with a senior member of staff or the Complaints Officer
2. At the meeting, you will be asked to talk about how you are feeling and why. Your complaint will be taken seriously and will be investigated thoroughly. The Investigating Officer will do their best to complete the investigation in 10 school days
3. If you are not happy with the result of the investigation, you can tell the Principal, who will look in to your complaint. The Principal will inform you of their decision within 5 school days.
4. If you are not happy with the Principal's decision, you can appeal the decision. The Chair of Governors or an alternative appropriate Governor will hear your appeal and make a decision. You will be told of the decision within 10 school days. The decision of the appeal is final.

You do not have to tell anyone that you are complaining about them.

If I complain will it make a difference?

The adults at the Academy or Rainbow House will do their best to ensure that it does make a difference. No one should be made to feel unhappy. Your telling us about how you feel may help others who feel the same, as well as helping yourself .

What does this leaflet tell me about?

It tells you what to do if you are worried or want to complain about something.

Where can I find this leaflet?

If you lose this you can get another from your tutor or the office. Remember that you can ask any member of staff for help if you need it.

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

You can talk to your Principal or any member of staff you feel able to talk to.

What if I don't feel able to talk to staff?

You can always telephone or see one of these people:

- > Your parents/carers or Social Worker
- > Child Line (**0800 1111**)
- > Senior Vice Principal, Head of School, Niall Fallon (020 8249 6844 ext. 226)
- > A school Governor
- > Ofsted (**0300 123 1231**)
- > School Counsellor
- > A school council member

> Children's Commissioner

website:

www.childrenscommissioner.gov.uk/about-us/contact-us

(020 7783 8330)

What will happen if I make a complaint?

Any formal complaint from a young person must, in the first place, be made in writing. You will be given help writing the report or you can dictate it to an adult. It will then be passed on to the Complaints Officer who will deal with the matter.