

What sort of things is it ok to complain about?

Sometimes you may wish to complain about something that is worrying your child or making them upset. For example:

- > Your child may be being bullied.
- > Your child may have had a sanction imposed and feels it was not fair.
- > Your child may feel that they are being treated unfairly.
- > Someone could have hurt your child or said things to them which are upsetting.

What are my rights?

You and your child have the right to be treated fairly. Do not be afraid to complain if you think you or your child is being unfairly treated.



Why should my child talk about things that worry them?

If there is anything that is causing you or your child concern, you must talk to someone so that they can do their best to help them feel happier. Voicing their concerns sooner rather than later can prevent a little worry becoming a big worry.

What should I do if my child has something to say that may affect everyone?

Your child 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.



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

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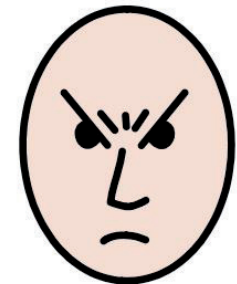
Would you like to make a complaint?

Worries and Complaints: Parent/Carer's Guide

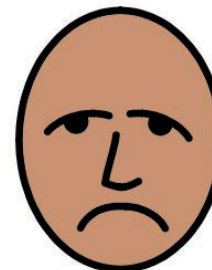
worried?



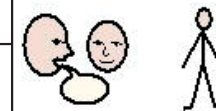
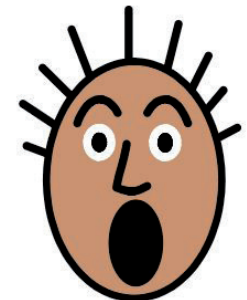
angry?



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 from the Academy or Rainbow House you feel comfortable talking to. If you do not feel happy about the way your complaint has been dealt with, you can make a formal complaint. To do this:

1. You must talk to a member of staff and tell them that you want to make a complaint.
2. The member of staff will write the complaint in the Complaint Log, which is kept in the Academy or Rainbow House's office.
3. You will be seen by a member of staff to talk about how you are feeling and why. Staff will take your complaint seriously and will do their best to sort it out within two days.
4. If your child is the person the complaint is about, a member of staff from the Academy or Rainbow House will want to see them to discuss things.
5. If the issue is not resolved within two working days you can tell one of the people mentioned on the next page.

“ The first thing you should do is talk to a member of staff from the Academy or Rainbow House you feel comfortable talking to. ”

If I complain will it make a difference?

The staff at the Academy or in Rainbow House will do their best to ensure that it does make a difference.

What is this leaflet about?

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

Where can I find this leaflet?

This leaflet will be kept in the Academy's 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 the Principal or any member of staff you feel able to talk to.

What if I feel I am unable to talk to school staff?

You can always contact one of these people:

> Your parents/carers or Social Worker

> Child Line **(0800 1111)**

> Senior Vice Principal, Head of School
(020 8249 6844 ext. 226)

> Ofsted **(0300 123 1231)**

> School Counsellor

> 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 must, in the first place, be made in writing. It will then be passed on to the Complaints Officer who will deal with the matter.