



The Holden
School

Pupil Complaints Procedure

Created Feb 2021, Annie Masters-Parmar (DSL)
Review Feb 2022

What is a complaint?

Sometimes, you might be unhappy with the way you have been treated, either by another pupil, staff member, or even someone outside of school.

How you were treated might have felt wrong or unfair and you want to make sure this doesn't happen again.

Making a complaint means telling an adult at school that you trust, who can investigate the situation for you to make sure that you were treated fairly.

How do I make a complaint?

There might be an adult that you trust, and who you know will help you.

You can tell them about your problem and they will always listen.

You might just want to talk about something that is bothering you, but if the adult you trust feels you are unsafe or have been treated unfairly, they may have to speak to someone else who can help and make sure you are safe.

What happens next?

Your complaint will be recorded in a log and the Headteacher or other Senior staff will look into it. If any action is taken, this will also be recorded.

If your complaint is serious, parents and carers will also be made aware of the complaint and the outcome.

If your complaint tells us that you are unsafe, we may speak to other adults outside of school who can help you.

We will make sure you know what is going to happen.

What if I want to complain about a school staff member?

Tell another trusted adult, who will report your concern to the Headteacher and Safeguarding Lead.

The member of staff will meet with them to talk about the complaint.

They may be reported to the Local Authority if they are found to have acted wrongly.

The school will inform you of the outcome of your complaint.