

## Concerns and complaints at school and college



**Concern** - something that makes you feel worried.

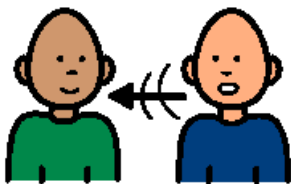


**Complaint** – when you tell somebody you are not happy with something.



If things go wrong at school and college, it is important to tell staff.

It is important to tell us quickly when



- you need to complain
- you do not understand something
- you think of something that can make school and college better

If you tell us



- we can make sure you feel safe and happy
- we can listen and help fix things
- we can make school and college better



## How to make a complaint

Tell staff quickly if you are not happy about something.



We will fix it straight away if we can.

We will help write down your complaint if you want us to.



If you are happy with how we have listened to your complaint and what we have done to fix it, we will not do anything else.



If you are not happy with how we have listened to your complaint and how we have tried to fix it, you can make a **formal complaint**.



**Formal complaint** means sharing your complaint with one of the senior members of staff at school and college.



## How to make a formal complaint

The senior members of staff you could make a formal complaint to are



Martin Ingram



Ben Baxter



Helen Goodenough

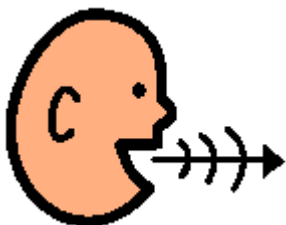


Lisa Bond

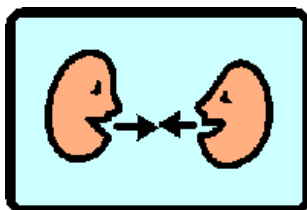


Ben Bastin

## You can make a formal complaint by



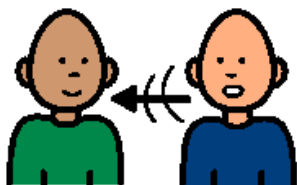
Talking to one of the senior members of staff



Using a complaints postcard



Email, telephone or write to them



Telling someone else you trust



The senior member of staff will listen to your complaint and try to fix it quickly.

We will let you know what is happening in a few days.



If we have made a mistake, we will say sorry and talk to you about how we will do better next time.



We will check if you are happy with how your complaint has been fixed.



If you are not happy with how your complaint has been fixed you can **appeal**.



**Appeal** – asking another senior member of staff to change something that happened after you made a complaint.