

Larwood School

Part of Larwood Academy Trust



Sandra Barr

Chair of Governors Signature

APPROVED DATE

OCTOBER 2010

Sean Trimble

Headteachers Signature

Review Date

NONE

**SCHOOL BASED COMPLAINTS
(PUPILS' VERSION)**

POLICY

Headteacher: Mr Sean Trimble

Registered office: C/o Larwood School, Webb Rise, Stevenage, Hertfordshire. SG1 5QU, UK.

Company Number: 10359418

Telephone: 01438 236333 Email: admin@larwood.herts.sch.uk

THINGS GO WRONG FOR MOST PEOPLE AT SOME TIME

If you feel that a member of staff or another pupil has not treated you properly, you can tell any grown-up in the school. You will always be listened to and the grown-up will try to sort things out as quickly as possible.

Things can often be sorted out quite easily once we know that you are worried or upset.

You can speak to any member of staff and they will listen carefully to what you have to say, or you can write it down. You can ask a grown-up to write down what you say and they will be able to tell you what you can do next.

YOU CAN:

- Ask the person you have told to help you
- Ask for your worry to be passed on to a senior member of staff
- Ask to talk to a senior member of staff
- Telephone home or you can speak to a friend or a governor. An adult will help you to do this.

You will not be in trouble for talking about your worry or problem.

If things cannot be sorted out quickly, we will write a report. You will be able to see what has been written. An adult will read it to you if you want them to.

YOU CAN CONTACT:

OFSTED
PICCADILLY GATE
STORE STREET
MANCHESTER
M1 2WD

TELEPHONE No:

0300 123 1231 – OPEN 08:00 to 18:00, Monday to Friday

EMAIL:

enquiries@ofsted.gov.uk

CHILDLINE:

