



Your voice matters

At Wolsey House Primary School, we want you to feel safe, happy and listened to. If something is wrong, unfair or worrying you, please tell us. You will not be in trouble for speaking up.

What is a concern or complaint?

A concern is something you are worried or unsure about. A complaint is when you are unhappy about something that has happened, or something that should have happened but did not.

You do not need to know which word to use. Just tell us what is wrong and we will help.

Who can I tell?

- your class teacher or teaching assistant
- a year team leader or another member of staff
- a deputy headteacher or the headteacher
- your parent, carer or another trusted adult, who can speak for you
- any adult in school if you feel unsafe or need help straight away

You can tell us by talking, writing, drawing or asking someone you trust to help you. You do not have to fill in a form.

What can I speak up about?

- something that makes you feel unsafe, worried or upset
- bullying, unkind behaviour or unfair treatment
- the behaviour of another pupil or an adult
- something about lessons, homework, uniform, a club or a school trip
- something the school has done, or has not done
- something outside school that is linked to school

These are only examples. If something matters to you, you can tell us.

What will happen when I tell someone

- An adult will listen and make sure they understand.
- They may write down what you say so they remember it correctly.
- They will ask what you would like to happen.
- They may need to speak to other people to find out what happened.
- They will explain what will happen next and give you updates that are right for you.
- You can have a trusted adult with you and ask for help at any time.

Will it stay private?

We will respect your privacy. We will only share information with people who need to know so they can understand the problem, make a fair decision or keep someone safe.

We cannot promise to keep a secret if we think you or somebody else may be at risk of harm. In that situation, we will tell the right adults so they can help. We will explain this to you whenever we can.

If the complaint is about you

We will listen to your side too. We will treat you fairly and explain what is happening in a way you can understand. We will not ask you to answer questions that are unkind or frightening.

How the complaints process works

Most worries can be sorted out quickly. If the problem is more serious, or is not fixed, the school can use the formal complaints process.

A

Talk and try to sort it out

Tell a trusted adult. They will listen, look into the problem and try to help. You can ask to make a formal complaint straight away if you want to.

1

Formal investigation

The headteacher, or another suitable adult, will investigate. The school will acknowledge the complaint within 3 school days and normally send a written answer within 15 school days. An adult can help you understand the answer.

2

Governors complaints committee

If the person who made the complaint is still unhappy, they can ask within 7 school days for three impartial governors to look at it. The committee will normally meet within 12 to 20 school days and send its decision within 7 school days.

Will I have to go to a governors meeting?

Usually, no. Your views can be shared in another way, such as through writing, a drawing, an advocate or a trusted adult. If attending would help, the panel chair will think about your wishes, your age and what is best for you. You will be supported and will not have to stay for the whole meeting.

What if my complaint is about the headteacher

Tell another trusted adult. The complaint will be sent privately to the Chair of Governors. The headteacher will not investigate a complaint about themselves.

What if I am still unhappy?

After Stage 2, the school process is finished. Your parent, carer or supporting adult will be told about the Department for Education route if they believe the school did not follow its policy or the law.

Important things to remember

- Speak up as soon as you can. It is easier to understand what happened when people remember it clearly.
- Tell the truth and share the details you remember.
- It is okay if you cannot remember everything.
- You can ask for information in a different format or for help with reading, writing or speaking.
- You can change your mind and withdraw your complaint. The school may still need to act if someone could be unsafe.
- Be respectful. Adults must be respectful to you too.

If the problem is about safety

If you have been hurt, abused, threatened or made to feel unsafe, tell an adult straight away. The school must follow its safeguarding rules. This may mean telling the safeguarding team, social care or the police. This is to help keep people safe.

If you have complained before

You can always tell us about a new problem or new information. If the school has already looked fully at the same complaint, it may explain that the process is finished. This does not stop you from asking for help if you are unsafe or something new has happened.

Need help now

Speak to any trusted adult in school or ask the school office to find someone who can listen.

School office: 0116 266 7566 | office@wolseyhouse.leicester.sch.uk

You will be listened to. You will be taken seriously. You can ask for help.

Tell us about your concern or complaint

You can use this page if it helps. You do not have to use a form. A trusted adult can write for you, or you can tell us in another way.

Name:	Home address:
Teacher's name:	
Year Group:	
Pupil's date of birth:	
Parent's telephone number:	
Parent's email:	Postcode:
What is your complaint about, and what would you like the Headteacher to do to fix it?	
When did you talk to your teacher about the problems you have?	
What happened after the talk? Was your problem solved?	
Signed (pupil):	Date: