

Complaints Procedure for Students

St George's School



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Last reviewed on: June 2026

Next review due by: June 2027

Ratified by FGB: June 2026

Student Complaints Procedure

Who can make a complaint?

Any student at the school can make a complaint, parents and carers can make a complaint too. Other people can also make complaints from the local community, but these are not dealt with in the same way.

What is a complaint?

A complaint is when someone is not happy about something which has or has not been done at our school. Complaints need to be dealt with as quickly as possible and can sometimes be sorted out through a conversation or meeting.

You can choose who you complain to but sometimes they might not be the right person to do something about what you are telling them so you might have to speak to someone different.

You can write a letter to the headteacher if you have a big complaint that you want to tell them about and you can write 'private and confidential' on the envelope which means no-one else will read it first.

When a student complains about something at school, school will follow the 'Common Principles for a Child Friendly Complaint Process' this means that we will be included in every step of the decision and told the outcome of the complaint if we are allowed to be.

The rules are:

- Everybody working with young people will treat them well and build a positive and trusting partnership.
- All complaints from young people should be thought of as positive and a way to fix problems in a safe way.
- Young people can make complaints in different ways. They need to be told how and what is happening with their complaint.
- The information needs to be displayed in a variety of ways so that all students in the school understand what is being said.
- If young people write a letter, it should be responded to quickly and talked about with the young person.
- Young people need to tell someone who can help them.