

MEDWAY COMMUNITY PRIMARY SCHOOL



Child-Friendly Complaints Policy

June 2026

Feeling safe and happy at school

At Medway, we want you to feel safe, happy, and listened to.

If something is worrying you, we will listen carefully and do our best to help sort it out quickly.

You will not get in trouble for speaking up. We will always take you seriously

What is a complaint?

A complaint is when something has made you unhappy or upset.

A worry (concern) is when you feel unsure or uneasy about something.

We treat both in the same way—we will listen and help.

What can I complain about?

- You can tell us about things like:
- Someone being unkind (like bullying)
- Something that happened at school
- Something that makes you feel unsafe or upset
- Problems with school work, trips, or routines

If you're not sure, **just ask an adult.**

Who should I tell?

Tell an adult you trust, for example:

- Your teacher
- Another adult in school
- The headteacher
- Your parent or carer

You can talk to friends—but if you want help, you **must tell an adult too.**

What should I do when I complain?

When you tell us your problem:

- Try to explain what happened
- Answer questions so we can understand
- Ask for help if you need it
- Be kind and respectful

We will:

- Listen carefully
- Keep things private where we can
- Treat you fairly
- Keep you updated
- Help fix the problem

When should I tell someone?

Tell us as soon as you can, so we can help quickly.

What will happen next?

1) Talk to a teacher

You explain the problem
They will help or write it down

2) Talk to the headteacher (if needed)

If it's more serious or not solved

3) Governing board help

If it still isn't sorted

We will always try our best to fix the problem.

Will I be in trouble?

No.

You are doing the right thing by speaking up.

What if it's very serious?

If someone has hurt you or made you feel unsafe:

- Tell an adult straight away
- They may need to tell other people to help keep you safe

**You will always be told what is happening
If something doesn't feel right, tell someone. We are here to help you.**

Complaints Form

This complaints form can be used to submit a complaint to the headteacher or the governing board if your complaint is against the headteacher. You can ask a parent or teacher to help you to complete this form. Please hand it into your teacher once it has been finished.

Name:	Home address:
Teachers name:	
Year group:	
Pupils' Date of birth:	
Parents Telephone number:	
Parents 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 problem you have?	
What happened after the talk? Was your problem solved?	
Signed (pupil):	Date: