

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.**

Can someone help me make a complaint?

Yes. If you need help, you can ask:

A parent or carer

A teacher or trusted adult

A friend to support you

An interpreter if English is not your first language

We will make sure everyone can get help to share their worries.

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?

Step 1 – Talk to a teacher, trusted adult or the Headteacher

- We will listen carefully.
- We may ask questions to help us understand.
- We will try to sort the problem out.

Step 2 – Headteacher review

- If the problem is not solved, the Headteacher may investigate.
- We may talk to people involved and look at information to understand what happened.

Step 3 – Governors review

- If the problem is still not solved, Governors (adults who help make sure the school is fair and well run) may look at the complaint.
- Governors will be fair and independent.

We will explain what we decide and why. We will always try our best to put things right.

How will we help?

We will:

- Listen to you carefully.
- Treat you fairly.
- Keep information private where possible.
- Keep you updated.
- Explain what happens next.
- Make sure your views are heard.
- Take extra care if you feel worried, upset or nervous.
- We will always try our best to fix the problem.
- We will only share information with other adults if we need to help keep you safe or investigate your complaint.

What if my complaint is about the Headteacher?

If your complaint is about the Headteacher, you can tell another trusted adult. They will make sure the Governors are told so that someone independent can look into it.

How long do I have to tell someone?

It is best to tell us as soon as possible after something happens so we can help quickly.

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, frightened you, bullied you or made you feel unsafe:

- Tell an adult straight away.
- The adult may need to share the information with other adults who can help keep you safe.
- We will explain what is happening and what will happen next whenever we can.

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

Remember

- You have the right to be listened to.
- You have the right to be treated fairly.
- You will not get into trouble for raising a concern or making a complaint.
- If something doesn't feel right, tell an adult.

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:	
Class:	
Teacher:	
What is worrying you?	
What happened?	
What would you like us to do to help?	
Signed (pupil):	Date: