**Tintwistle C.E. (A) Primary School**

**Children’s Complaints Policy**

At Tintwistle we want all our pupils to be happy and feel safe.

Sometimes children feel that something is wrong or not fair, if this if how you feel please tell us about it.

We need to know if you are upset or unhappy because this helps us to keep you safe. If something is wrong we need to change it!

Please don’t worry, adults in school are here to listen to you. You can talk to any adult you choose.

 Always remember that you are important and your views count.

If you want to make a complaint you could:

* Talk to your teacher
* Talk to an adult in school that you trust
* Talk to your parents
* Tell a friend – they could help you to complain
* Talk to someone on the school council
* Leave a message in the worries box – it helps if you put your name on it
* Write a letter saying what your complaint is, you could ask someone to help you.

If you make a complaint try to be polite and say clearly what you think is wrong.

Sometimes when you make a complaint things can be sorted out straight away.

Sometimes it can take a little time for the person you have told to investigate the facts. They should tell you what they think as soon as they have investigated.

Adults might not always agree with your complaints but they should always take you seriously.

Remember – telling us when something is wrong helps us to work together to make things right.

School Council and Mrs Griffin January 2020