

Pupil Complaints Policy

Approved By	
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1. Our promise

At The Bayleaf Hub, everyone has the right to be listened to, treated fairly, and feel safe. If something is worrying you or you think something is not right, you have the right to complain.

We take all complaints seriously and will do our best to sort things out quickly and fairly.

2. What is a complaint?

A complaint is when you tell us you are unhappy about something. This could be about:

- how you are treated by staff or other pupils
- something that has happened at school
- decisions made about your learning or support
- anything else you think is unfair or wrong

You will **not get into trouble** for making a complaint.

3. Who can you talk to?

You can tell **any trusted adult** at school. This might be:

- your class teacher or tutor
- your key worker or residential support worker
- a teaching assistant
- the senior teacher or Headteacher
- the Designated Safeguarding Lead (if you feel unsafe)

If you find it hard to talk, you can write your complaint down or ask someone to help you explain it.

4. What happens when you make a complaint

1. **Someone listens to you** and writes down what you say.

2. They will check they understand what the problem is.
3. The school will look into what has happened and talk to the people involved.
4. You will be told what is going to be done to sort things out.

We try to deal with complaints quickly — usually within a few school days. Some problems may take a little longer to look into, but you will always be kept informed.

5. If you're still not happy

If your complaint has not been sorted out, you can ask to speak to a senior member of staff, such as the **Deputy Headteacher** or **Headteacher**.

If you are still unhappy after that, you can ask for your complaint to be looked at formally by the **Governing Body**. You can have someone you trust (like a parent, carer, or advocate) to help you at any stage.

6. Keeping things private

We will keep your complaint private (confidential). Only the people who need to know will be told what you have said.

7. Respect and kindness

Everyone involved in a complaint will be treated with respect. We ask that you are respectful too, even if you feel upset or angry.

8. Support

If you find it hard to talk about your complaint, you can ask for help from:

- your key worker or mentor
- your parent or carer
- an advocate from outside school (if you have one)

9. Learning from complaints

We use complaints to help us make our school a better and fairer place for everyone.

Academic Year	2024-5	2025-6		
Number	0	0		