

FEELING SAFE AND HAPPY AT HAYWOOD VILLAGE ACADEMY

At Haywood Village Academy, we want to make sure that you feel **safe, looked after and happy** when you are in and out of school. Sometimes we do not know if something is making you feel worried or sad, so you must tell us.

REMEMBER - SHARE YOUR WORRIES TO KEEP SAFE!

WHAT IS THIS POLICY?

Our school has a Complaints Policy for staff, families, and our Academy Council. This child friendly policy is written for **you**, in a way that makes sense to you, and is much shorter.

WHAT IS IT FOR?

This policy is to help you understand who you should speak to if you are unhappy about anything that is happening in your school. Your opinion matters to us and if we can do something better and improve, we want to do that for everyone.

WHAT IS THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT?

A concern is when you have a worry or doubt over something, and you need to have someone reassure you. This can be easily shared and sorted out with your trusted adults in school.

A complaint is when you are not happy about something specific that has happened or has not happened yet at school. This may need to be dealt with by Mr Jones, Mr Ellis, Miss Hall, Mrs Lovely, or Mrs Saunter. The important thing is for you to know that we take your concerns and complaints very seriously and that we want to make sure that these are sorted out as soon as possible for you.

HOW TO RAISE A CONCERN OR MAKE A COMPLAINT

A concern or complaint can be made by you in person, or you can write it down if that is easier for you. You can also ask your trusted adult to report it for you, as soon as possible, as soon after it has happened. Your trusted adult will then talk to the Senior Teams in Haywood Village Academy about it for you. If you have a concern, then remember you can talk to any adult at Haywood Village Academy. If you have a complaint you should talk to your class teacher first and then they will help you to share your complaint with the right person.

RESOLVING CONCERNS AND COMPLAINTS

The main thing that our school wants is to make sure that your concerns and complaint are sorted out as quickly as possible to ensure that you are happy and safe in school.

We will do our best to offer:

- An explanation of how & why things went wrong
- An admission that things could have been handled differently or better
- A promise that we will try and make sure that whatever happened to make you unhappy will not happen again - and explain how we will make sure this is the case (what will change)
- An apology

WHAT IS EVERYONES JOB?

Everyone in school has a responsibility to talk to you about a concern or a complaint, they will be listening to all sides of the story and investigate it for you. This is to make sure that the issue is properly sorted out and everyone is happy afterwards.

What is your role?

To make sure that your concern or complaint is dealt with, and you are happy with the outcome, you need to make sure that you have:

- Told an adult what is concerning you as early as possible
- Worked with the school to try and sort it out
- Asked for help when you need it
- Treated everyone involved with respect
- Not shared it with people who do not need to know as this can make things worse

What is the role of the person investigating it?

You can expect that the person looking at your concern or complaint will try and get to the bottom of it by:

- Looking at all the information in detail
- Being fair to everyone involved
- Listening to and taking your concern or complaint seriously.
- Talking to you carefully about what your concern or complaint is
- Making sure they talk to everyone involved (get the full picture)
- Asking you what you think would put things right

IS YOUR COMPLAINT REASONABLE AND FAIR?

- You should not be rude or aggressive
- You should not use threats, scare people or use violence
- You should not be making up the concern or complaint
- You should not say things that are not true
- If you are being unreasonable or unfair, then the Principal would talk to you about this to try and understand why you are unhappy.

If you feel that your concern or complaint has been dealt with or you don't want to carry on making the complaint, then you can always choose to withdraw it. We will ask if you can write down that you would like to withdraw the complaint.