

Child-Friendly Complaints Policy

At Tibshelf Infant and Nursery School we will always listen to your concerns and complaints. We want to make sure that any problem or worry that you have is sorted out as quickly as possible so that you feel happy and safe at school.



A 'Complaint' is something you make when you are unhappy about something or someone.

A 'concern' is when you have a worry or doubt about something or someone.

You can tell a concern or a complaint to anyone, for example your parents, a teacher or a friend. If you are unsure whether you need to complain about something, talk to a teacher to check.

You might have a concern or a complaint if you feel....

- **Unhappy or sad about school**
- **Unhappy or sad about something that is happening at school**
- **Unhappy or sad about someone that you see at school**

Things you can do

- **Tell you parents or someone in your family**
- **Tell an adult you trust at school**
- **Talk to a friend**

What we will do

- **Always listen to you**
- **Find out what is happening**
- **Do everything that we can to sort it out**
- **Keep you safe**