

What sort of things is it ok to complain about?

Sometimes you may wish to complain about something that is worrying your child or making them upset. For example:

- > Your child may be being bullied.
- > Your child may have had a sanction imposed and feels it was not fair.
- > Your child may feel that they are being treated unfairly.
- > Someone could have hurt your child or said things to them which are upsetting.

What are my rights?

You and your child have the right to be treated fairly. Do not be afraid to complain if you think you or your child is being unfairly treated.

Why should my child talk about things that worry them?

If there is anything that is causing you or your child concern, you must talk to someone so that they can do their best to help them feel happier. Voicing their concerns sooner rather than later can prevent a little worry becoming a big worry.

What should I do if my child has something to say that may affect everyone?

Your child can speak to a member of the School Council. This issue will then be raised at the next School Council meeting or the Rainbow House Student meeting.



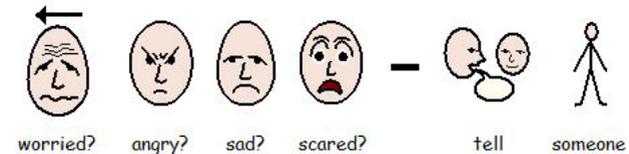
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Would you like to make a complaint?

Worries and Complaints: Parent/Carer's Guide



worried?



angry?



sad?



scared?



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What do I do if I want to make a **complaint**?

The first thing you should do is talk to a member of staff from the Academy or Rainbow House you feel comfortable talking to. If you do not feel happy about the way your complaint has been dealt with, you can make a formal complaint. **To do this:**

1. Arrange a meeting with a senior member of staff or the Complaints Officer.
2. At the meeting, you will be asked in detail about your complaint. The complaint will be taken seriously and will be investigated thoroughly. The Investigating Officer will do their best to complete the investigation in 10 school days
3. If your child is the person the complaint is about, the Investigating Officer will want to see them to discuss things.
4. If you are not happy with the result of the investigation, you can inform the Principal, who will look in to your complaint. The Principal will inform you of their decision within 5 school days.
5. If you are not happy with the Principal's decision, you can appeal the decision. The Chair of Governors or an alternative appropriate Governor will hear the appeal and make a decision. You will be informed of the decision within 10 school days. The decision of the appeal is final.

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If I complain will it make a difference?

The staff at the Academy or in Rainbow House will do their best to ensure that it does make a difference.

What is this leaflet about?

It tells you what to do if you are worried or want to complain about something.

Where can I find this leaflet?

This leaflet will be kept in the Academy's office. Remember that you can ask any member of staff for help if you need it.

What do I do if I just want to talk to someone?

You can talk to the Principal or any member of staff you feel able to talk to.

What if I feel I am unable to talk to school staff?

You can always contact one of these people:

- > Your parents/carers or Social Worker
- > Child Line **(0800 1111)**
- > Senior Vice Principal, Niall Fallon (020 8249 6844ext. 226)
- > Ofsted **(0300 123 1231)**
- > School Counsellor
- > Children's Commissioner **website:**
www.childrenscommissioner.gov.uk/about-us/contact-us

(020 7783 8330)

What will happen if I make a complaint?

Any formal complaint must, in the first place, be made in writing. It will then be passed on to the Complaints Officer who will deal with the matter.