

# Mountjoy School

## Children's Complaints Policy

January 2022



In accordance with Article 12 of the Convention of the Rights of the Child.

This is a Mountjoy Policy

Reviewed by SLT

Date: January 2022

Date of next review: January 2023

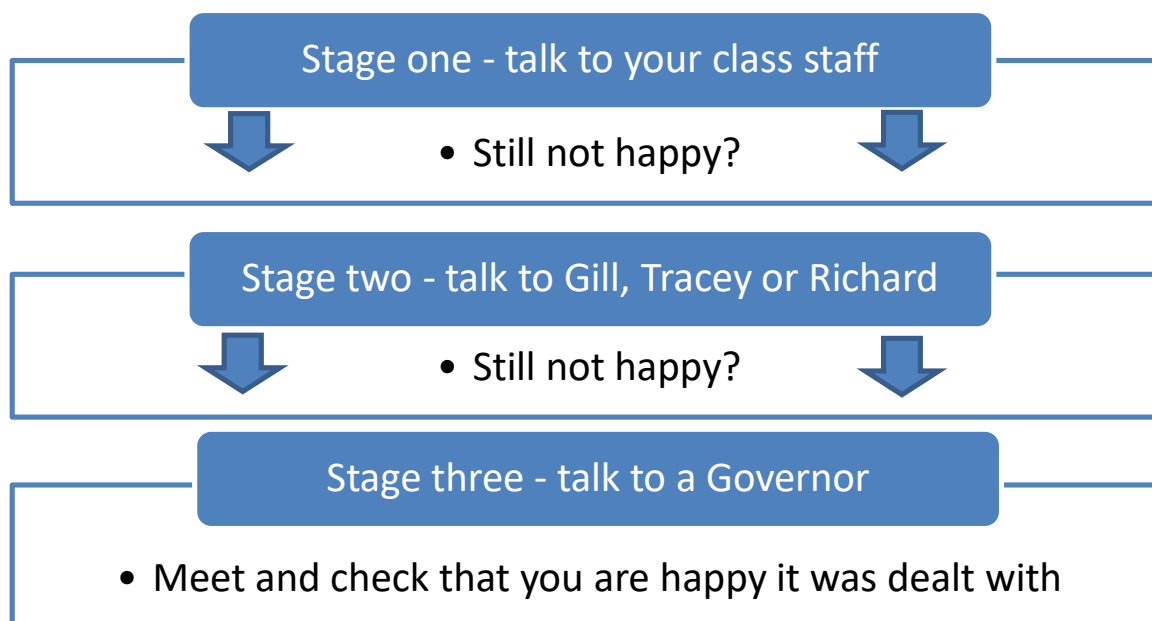
## Mountjoy Children's Complaints Procedures

If you ever have reason to complain about how you are treated at school, or your lessons etc. we will aim to listen and respond promptly to your complaint.

The first stage should be to talk to a staff member in your class about your issue. If after doing this you are still unhappy, or your complaint is about them then you should go onto the second stage which is to bring your complaint to Gill, Tracey or Richard. We will deal with your complaint quickly and explain how we will deal with it.

If after speaking or writing to Gill, Tracey or Richard you are still unhappy then you can ask us to contact the Governors. The Governors will arrange a time to come into school and hear your complaint. They will also explain what they will do.

After the complaint has been dealt with we will, at a later time, ask you if you were satisfied with how this was dealt with.



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