



ORWELL PARK SCHOOL
Nacton, Ipswich IP10 0ER

**SCHOOL COMPLAINTS PROCEDURE FOR
PUPILS**

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JBE
21/01/17

Complaints Procedure for Pupils

While you are at School, we hope that you will be as happy and content as possible, but life does not always go as smoothly as we would like. Often our grumbles are about little things but occasionally a situation is more serious and we get worried.

What should you do when you want to complain or just talk to somebody about something that has happened or that you are worried about?

What to do if you just want to talk to someone

Remember you have friends who may be able to help you or a brother or sister in the School. You may feel able to turn to an older boy or girl for advice. Our Year 8 children are trained to listen to younger children and some Year 8 pupils are chosen to be 'Peer Listeners' and so you could go and ask one of these older children for help. Your Tutor is always ready to help and so are other members of staff.

There may be times when you feel you can't talk to anybody at School and this is perfectly alright and quite natural. You can talk, telephone or write to any of the following:

- Your parents or other relatives or friends
- The School doctor
- Childline
- Independent Listeners (School Visitors)

You may decide that you would like to talk to one of our friends outside the School. These are Mrs Paula Warner and Mrs Nicola Mayhew, whom many of you know already. Their addresses and telephone numbers are on the back of this sheet.

You will see posters around the School entitled "WHO CAN I TALK TO IF I HAVE A PROBLEM". The aim of these posters is to make it clear who you can turn to for help if need be. You will see that you have lots of options!

What to do if you want to complain about someone or something

You may find it easier to write down your feelings rather than talking about them. If so, you may want to write to your Class Teacher or Tutor, or any other member of staff. If you do this, the following things will happen:

- Your letter will be passed on to the Headmaster, Deputy Head Pastoral or Head of Middle School.
- You will be invited to talk things over with Headmaster, Deputy Head Pastoral or Head of Middle School. You may bring a friend with you if you wish.
- If you are not happy after this, you may contact any of the other people whose names are on this sheet and they will do all they can to help you.

Alternatively you could put a message in one of the 'worry boxes' around the School or email the following address: worry@orwellpark.org

Addresses and telephone numbers:

School Doctors Ravenswood Medical Centre	24 Hening Avenue, Ipswich IP3 9QJ Telephone: 01473 271 122
Independent Listener Mrs Paula Warner	Orwell Stores, The Street, Nacton Telephone: 01473 659 231
Independent Listener Mrs Nicola Mayhew	Levington, Ipswich Telephone: 01473 659 353
Childline	0800 11 11
ISI	020 6700 0100
Children's Rights Commissioner Anne Longfield	Telephone: 020 7783 8330
Internal email	worry@orwellpark.co.uk