

# Mountjoy School

## Children's Complaints Policy

**March 2024**



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

**This is a Mountjoy School Policy**  
**Reviewed by: Senior Leadership Team**

**Date: March 2024**

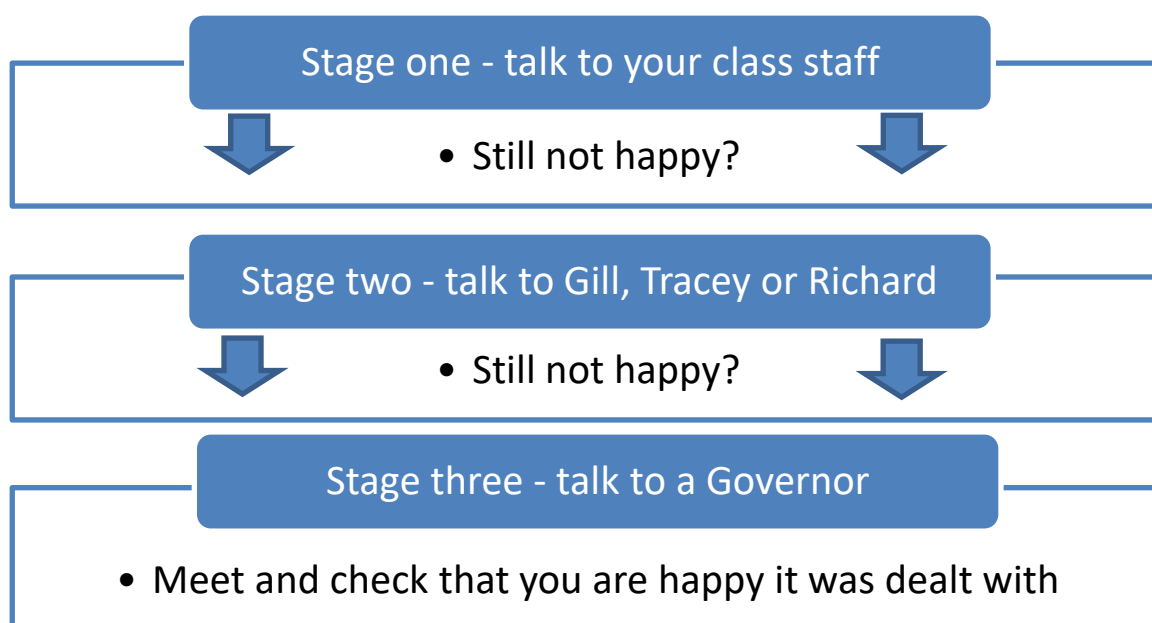
**Date of next review: March 2025**

If you ever have reason to complain about how you are treated at school, or about your lessons, 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.



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

Telling someone if you are unhappy is the right thing to do.