



What do you do if
you are not happy
with something in
school?

That's not fair

I wish that
could be
different...

I think it
shouldn't be
like that

**Complaints Procedure for Children
at
Ironville and Codnor Park Primary School**



Mrs Bowler

Questions or queries about English: Reading, Writing, Phonics; school visits or Assessments or anything about Kestrels.



Mr Garrard

Questions or queries about Maths or Science or anything about Kingfishers.



Mr Judge

Questions or queries about Computing or PE lessons or competitions or anything about Wrens.



Mrs Booth

Questions or queries about Art or Design Technology or anything about Eagles.



Mr Clements

Questions or queries about cleaning.



Mrs Moore

Questions or queries about clubs or school visits.



Mrs Smedley

Questions or queries about PSHEE lessons, first aid lessons or relationships, sex and health lessons or swimming.



Hayley Thomas

Questions or queries about food and the school meals.

School Council

Your Class Councillors



School Council Meetings take place usually each month - tell your class councillors if you'd like something to change.

What shall I do?...

Tell the adult who is in charge of the subject.

Tell any member of the School Council.

Write the concern or complaint into the 'Chameleon Complaint Box'.

Complaint or concern gets taken to the school council which may be taken to the Senior Leadership Team in school.

Decision or solution based on

- Money
- Resources (staff, time)

Decision will be taken back to either the individual or class who may decide to talk to the Headteacher about their idea/complaint.