

## Children's Rights

### What is a right?

A right is something you have as a person, for example the right to an education, or the right to be cared for. Every child and young person under the age of 18 has rights, no matter who they are, where they live or what they believe in.

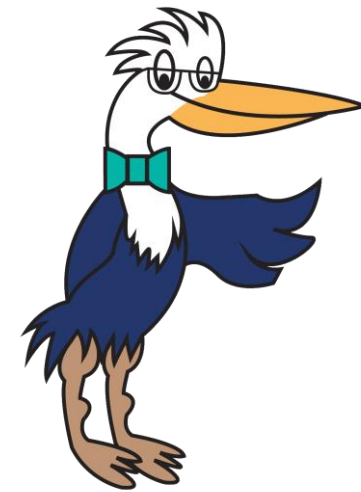
### Keeping Children Safe at Heronswood

At Heronswood we believe it is important for all children to have a voice and a forum in which they can express their views and opinions. We also believe it is important that school is a safe place for all of our children.

On a regular basis we hold different Pupil Power meetings to ensure our children have the opportunity to be heard. This might be through School Council, Head Girl/Boy, Team Captains, Learning Ambassadors or circle time in classrooms.

**If you feel something has not been dealt with fully then please speak to Mrs Pierpoint.**

## Heronswood Primary School and Pre-School



### Complaints Leaflet for Children

## What is a complaint?

Sometimes in school you might not be happy about the way you have been treated or spoken to by another child or an adult. If this is the case, you need to let an adult in school know so they can help you deal with your concern.

## What to do if you have a complaint

### General

- Every child in school has the right to have their voice heard
- All children will be valued and treated with respect

### How to raise a concern or complaint

It is very important that you speak to someone straight away so they can help you. You can speak to any member of staff in school but remember your teacher or teaching assistant knows you best.

- Explain clearly and calmly what the issue is
- Explain when and where it happened
- Explain why you are upset and how you feel
- Explain if anything like this has happened to you before

## What will the adults do to help?

All our adults in school are used to working with children and know what to do if a child is unhappy about a situation. All adults will follow the same procedures which are detailed below.

- The adult you have spoken to will write down everything you have said.
- They will ask questions to help them get all the information they need.
- They will repeat things back to you to check that they have fully understood what you have said.
- They might need to speak to other children or adults in the school to gather all the facts.
- They will help you understand the situation and find a solution as needed.
- They will speak to your parent/carer to let them know what has happened in school.
- They will follow up with you to check that you are happy and that things are better.