



# How to Make a Complaint

Sometimes, things happen at school that don't feel right. You might feel upset, unsafe, or think something is unfair.

This policy explains what you can do if you have a problem or worry - and how we will help you.

## EVERYONE HAS THE RIGHT TO

- Feel safe and be treated with kindness and respect
- Be listened to when they have a problem
- Speak up if they are worried or feel unsafe
- Get help from trusted adults at school

## IF YOU HAVE A PROBLEM OR WORRY

You can talk to someone you trust. This could be:

- Your **Class Teacher**
- The **Wellbeing Coordinator**
- The **Assistant Principal or Principal**
- A **Child Protection Officer** (they help keep students safe)

## You can also:

- Write or draw about what's worrying you
- Use the **Student Voice Box** in the Library (you don't have to write your name)

You can ask a **parent, carer, or friend** to help you tell someone.

## IF YOU FEEL UNSAFE OR SOMEONE HURTS YOU

If someone – whether it is a student, teacher, parent, or another adult - hurts you, makes you feel scared or unsafe, or does something that feels wrong:

- Tell a teacher or adult you trust **straight away**.
- You can also tell the **Principal**.
- If you want, you can bring a friend or your parent with you.

## Your safety is the most important thing.

The School will listen carefully, take your concern seriously, and help to make things safe again.

Sometimes, if the concern is very serious (like someone has been hurt or is in danger), the School must also tell other people who can help, like:

- **Child Protection Services**
- **The Police**

## WHAT CAN I SPEAK UP ABOUT?

If something makes you feel **worried**, **unsafe**, or **unhappy**, it's important to tell a trusted adult. It is better to tell someone than to keep it to yourself. You can speak up or make a complaint about things like:

- Someone **breaking safety rules** at school.
- If you're having **trouble learning** or not getting the help you need.
- If you feel **sad, scared, or unsafe** – like if someone is **bullying** you or being mean online.
- If a **teacher, helper, parent or volunteer** does something that feels wrong or unfair.
- If something at school – like a rule or service – isn't working well.
- If the school didn't handle a **safety problem** properly.
- If someone is **hurting you or someone else**, like:
  - Hitting or hurting
  - Touching or saying things that make you feel uncomfortable
  - Making you feel scared, sad, or not good enough
- If you, or someone else isn't being looked after properly.
- If there's **fighting or harm at home**.
- If someone at school or at a school event – even in the past – did something wrong. This could be:
  - A teacher or staff member
  - Another student
  - A visitor, volunteer, parent or other family member

## WHAT HAPPENS NEXT

When you tell someone about a problem:

1. They will **listen** carefully and write down what you say.
2. They will **talk with others** who can help.
3. You will be told what will happen next.
4. You will be kept safe and supported.

## WHAT MIGHT HAPPEN

Depending on what the problem is, this might happen:

- Someone might **say sorry** or **explain** what happened
- Rules might change to make things better
- Teachers might get extra help or training
- You might be offered counselling or wellbeing support

## KEEPING THINGS PRIVATE

Your information will be kept **private**, but sometimes adults need to tell others to help keep you safe.

They will always explain why.

## REMEMBER

You will **never get in trouble** for speaking up about something that worries you.

We want Sophia Mundi to be a place where everyone feels safe, supported and respected.

## IF YOU STILL FEEL UNHAPPY

If you don't feel your problem has been fixed, you can:

- Talk again to the **Principal**
- Ask your **parents or carers** to help you talk to the **School Board**

## WE PROMISE

We will always:

- Listen
- Take your concerns seriously
- Keep you safe
- Help to make things better