



Pupil Complaints Procedure

Policy Reviewed by:	Suzy Hollett (HR Manager)
Date:	01.08.2026
Policy Verified by:	Sara Llewellyn (School Leader-CEO)
Date:	08.08.2026
Date for Next Review:	01.09.2027

Everyone at the Llewellyn School including pupils can raise a concern, with confidence that it will be heard and addressed in an appropriate and timely fashion.

All complaints received from pupils will be taken seriously and will be dealt with fairly and consistently. All complaints will be resolved at the earliest opportunity and with careful consideration of the interests of any pupil affected.

All complaints will be kept confidential unless there is a safeguarding issue, then it will be dealt with as outlined in our safeguarding policy.

A pupil complaint may be about:

- An event.
- An aspect of school life.
- A school policy or its application.
- The delivery of school services.
- The behaviour of an individual(s) or an organisation.
- Something that affects more than one pupil.
- Something that has happened outside school which has direct relevance to the school.
- A complaint may be made on behalf of another pupil.

All complaints will be kept confidential unless there is a safeguarding issue, then it will be dealt with as outlined in our safeguarding policy.

In most cases it is best, as the first step, to approach the Teacher. If they cannot deal directly with the problem, they will be able to say to whom the complaint should be addressed.

Pupils are encouraged to also contact their Teaching Assistant, or other members of staff as appropriate if they feel uncomfortable. Staff are also welcomed to act on behalf of pupils as their advocate if they need help to communicate their complaints. They are welcome to have a verbal conversation or use email or write a letter to communicate complaints.

The steps below are open to all pupils who wish to take up a grievance on any aspect of school life:

Stage 1 - The grievance should be discussed informally with the teacher and/or Senior Leadership Team, and a written record of the complaint/concern made by staff.

Stage 2 - If the grievance remains unresolved, a formal complaint should be made in writing to the school Leader who will arrange a meeting to discuss it within 7 working days and reach a decision within a further 7 working days. The School Leader's decision will be confirmed in writing to the pupil. The Complaint/Concern Log should record if the complaint/concern has been resolved at this preliminary stage. If the School Leader has already been involved in Stage 1, the formal complaint may go straight to Stage 3.

Stage 3 - If the pupil is not satisfied with the response at the preliminary stage, the complaint will be referred to the school Governors who will arrange a meeting within 14 days. The decision of the school governors will be confirmed in writing to the pupil within 7 working days of the meeting. The Complaint/Concern Log should record when the complaint/concern has been resolved.

Anonymous Complaints

Pupils are also able to put in complaints anonymously if they feel they cannot approach someone or don't wish for it to be known who has logged a complaint. There is a box kept in the reception area that will be accessible for all, and this will be checked on a weekly basis.

Right of Representation

The pupil has the right to be accompanied at any stage in the grievance procedure by a fellow pupil, their teaching assistant, teacher, or parent/carer if necessary.

Outcome

Findings and recommendations will be documented and copied to the relevant people within 7 working days of a decision being reached (complainant, school staff, Senior Leadership team, School Leader/CEO and where relevant the person complained about).