

Are you unhappy with:

- Parts of your schooling, things you learn, how the school or teachers support you, arrangements in school?
- Parts of your current care, the people who look after you, the place this happens?
- Other things the Council or care givers provide for you, perhaps the Council house you live in or the food served to you?
- Anything else, perhaps your local park or play areas?

We have set out a way to listen and think about the things that have made you unhappy. We call this a complaint.

★ Article 12: Be listened to and taken seriously



★ Article 13: Freedom of expression



★ Article 3: Have their best interest at the heart of decisions



★ Article 2: No discrimination



Child Friendly Complaints

•Lots of services are provided to children (under 18 years old). If something goes wrong or you are unhappy with this service, you can make a complaint by speaking to an adult in person, over the phone or completing an online form. Social Media should not be used to make a complaint.

•Before you make a complaint, you should think about if this is something you can manage yourself? If not, speak to an adult you trust.

•Adults can also make a complaint on your behalf or about something which affects you.

•All children (under 18 years old) have rights set out by the UNCRC - these are called Articles, and some have been summarised here. If you make a complaint, the adult dealing with your views will consider the articles, follow specific guidance and the principles below:

Our principles:

- We will listen to you or an adult you have shared information with.
- We will make a note of what you are unhappy about.
- We will think about your complaint with your rights in mind.
- We will help with the things you are unhappy about.
- The adult dealing with your complaint will keep you informed about progress and will provide feedback.
- We will give you an answer and we have set timescales to do so.

★ Article 29:

Quality of education



★ Article 27: Safe homes, food and clothing



★ Article 8: Identity



★ Article 30: Share our culture, language and religion

★ Article 31: Rest and play

