



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

That's not fair

I think it shouldn't be like that

I wish that could be different...

**Complaint and Concern Procedures for Children
at
John Hunt Academy**

Who is the best person to ask/tell?



Mrs Howes

Questions or queries about English: Reading or Writing.



Mrs Long

Questions or queries about History.



Miss Devlin

Questions or queries about Maths or swimming.



Mr Jones

Questions or queries about PE lessons and afterschool sports.



Mrs Rowland -Fletcher

Questions or queries about food and the school meals.



Mrs Johnson

Questions or queries about cleaning or if anything needs repairing in school.



Mrs Cooper

Questions or queries about Science or Computing.



Miss Kirkby

Questions or queries about PSHE or music lessons



Mrs Parkes

Questions or queries about French.



Mrs Chapman

Questions or queries about emotions, friendships or you need some help.



Mrs Martin

Questions or queries about RE or Protected Characteristics.



Miss Travers

Questions or queries about Geography.

School Council

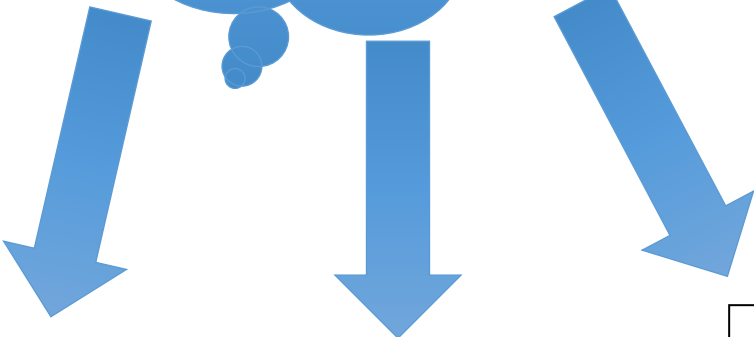
Your Class Councillors and Deputies



School Council meetings take place every Wednesday. Tell your class councillors if there is something you would like to change.



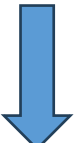
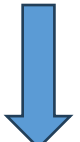
What shall I do?....



Tell the adult in charge of the subject.

Tell a member of the School Council.

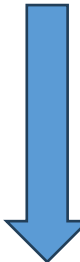
Write your concern or complaint and place it in the Complaint and Concern Box (in the Chat Room).`



The adult will help you to find a solution or access the support you need.
Your complaint or concern may be passed on to the Senior Leadership Team.

The complaint or concern is taken to the School Council and may be passed on to the Senior Leadership Team.

Mrs Chapman - Pastoral Lead, will help you to find a solution or access the support you need. Your complaint or concern may be passed on to the Senior Leadership Team.



Decision or solutions may be based on

- Money
- Resources (staff, time)



The decisions will be given to the individual or class, who may then decide to speak to the Headteacher about their idea or complaint.

Approved by:

Mrs Good and Miss Devlin

Date: 13/3/26

.....and

Headteachers

Last reviewed on: 22/01/26 (New Policy Created)

Next review due: 09/26

This policy was written by:

Mrs Chapman (Pastoral Lead/DSL)

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Ava (Head Girl)

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Leighton (Head Boy)

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William (Deputy Head Boy)

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Chloe (Deputy Head Girl)

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