



Llywodraeth Cymru
Welsh Government

PUBLICATION

Annex 2: Leaflets for schools

Guidance for governors on how to deal with complaints.

First published: 1 December 2022

Last updated: 1 December 2022

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The suggested model text below is written for use in schools to ensure pupils are aware of how to voice concerns.

It can be adapted for posters, leaflets, letters or school websites or intranets.

Have your say

Do you have a suggestion, concern, or complaint?

By working together, we can make a difference.

We want you to feel safe and happy at school, but sometimes you may feel worried, have a concern, or want to make a suggestion. We also want to hear about areas of school life that you enjoy and value.

If you are worried about something, please tell a member of staff straight away so that we can look into it. We will take your concerns and any issues that you raise very seriously.

If you don't want to raise the concern yourself, you can ask a member of the school council, a member of staff or someone else you trust to take the matter up on your behalf. Normally Mrs. Maxine Rowlands will do this.

When you raise a suggestion, concern, or complaint:

- we will listen to everything you say
- we will ask you questions to help make things clear
- we will treat you fairly
- someone can help you, such as a parent/carer, friend, relative or someone else
- the person dealing with your concern will tell you what is happening.

Privacy

Usually, we will not tell anyone about what you say unless they are involved in dealing with your concern. Sometimes we will tell other people, for instance, if you or someone else is in danger of being hurt or upset. If this is the case, we will explain it to you.

When you have a concern or complaint against another person, then that person will normally have a right to be made aware of the concern or complaint and be allowed to give their side of the story.

School council

If your concern or suggestion affects the whole school or a group of pupils, we might suggest that the school council considers it, or you might want to ask the school council yourself.

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