



Mary Hare Policy: SCH025

Young People's Complaints,  
Representations & Compliments Policy

Policy Owner: Director of Residential Care

Date Approved: Autumn 2024

Approved by: C&E Committee

Next review date: Autumn 2025



*Securing the future of deaf children and young people*

Registered charity 1048386



## Contents

Introduction .....	3
Aims and Principles.....	3
Definitions.....	3
Procedures .....	4
What can I do if I have a problem or concern?.....	4
What happens next? .....	4
Compliments .....	5

## Introduction

1. At Mary Hare School, we want all young people here to feel heard and respected. This means we care about what you think and how you feel about your time with us.
2. If there's something you're not happy about, we want to know. You can talk to someone you trust, like your keyworker or house leader. If that doesn't help, we have a special way for you to tell us your concerns.
3. We want to give you the best support possible, so it's important for us to listen to what you have to say. Your thoughts, compliments, complaints, and ideas are all really important to us.

**Remember, your voice matters to us, and we're here to help make things better for you.**

## Aims and Principles

4. Our aims and principles are:
  - You have the right to share your thoughts and feelings.
  - We take your concerns seriously and will deal with them fairly and quickly.
  - Everyone can use the process, no matter who they are.
  - You won't get in trouble for telling us about a problem you have.
  - Anything you say is confidential; we promise to keep things private when you tell us about a problem, **unless** someone is hurting someone else, someone might hurt themselves, someone is getting hurt, or you give permission to share with a trusted adult – also see the Safeguarding Policy

## Definitions

5. These are:

**Young Person:** Anyone at Mary Hare School.

**Representations:** Sharing thoughts or concerns about living here.

**Concern:** concern is when you feel worried or bothered about something but haven't said anything yet. It's like feeling uneasy about a situation. It's time to speak up about it.

**Complaints:** A complaint is when you've spoken up about what's bothering you. It's like when you've told someone, "Hey, this isn't okay with me," because you want things to change or improve.

**Compliments:** Saying something good about your time here, telling someone they did something great or that they're awesome.

## Procedures

### What can I do if I have a problem or concern?

6. The 3 main steps are:

- **Step One:** If you've got a concern at school or if you're unhappy about something that is happening to you, this can usually be sorted out quickly by speaking to someone you trust. For example, in the house any adult like your keyworker or house leader. In school you could talk to your form teacher, TA, Head of Year or wellbeing team.
- **Step Two:** If you feel you have spoken to your keyworker or House Leader and they have not helped fix or given you an explanation, feel you have not been listened to or still have a problem you can then you can try talking to a Senior Leader, like Director of Care, Head/Deputy Head of Care Operations, Vice Principal Pastoral, Vice Principal Curriculum
- **Step Three:** If no one has been able to help you with your concern, you are able to make a complaint, by completing the [online complaint form](#).

***Just remember, we can only look at things you've already told us.***

7. At our primary school, we know that it can sometimes be hard to talk about your ideas or worries, especially when you're still learning how to find the right words. To make it easier for you, we have a special suggestions and comments box in the foyer. You can use it to share your ideas, say something nice, or let us know if something is upsetting you. On Fridays in assembly, we share things we are thankful for, and on some Mondays, we'll talk about things you like, things you don't like, and ideas to make school even better. If you're not sure how to explain how you feel, your parents or carers can tell us for you, and we'll help you learn how to speak up for yourself too. We also use pictures and other tools to help everyone share their thoughts. Your ideas and feelings are important, and we are here to listen.

### What happens next?

8. When someone submits a complaint form, an adult will look into it by:

- Finding out what happened and who was involved.
- Talking to you if they need more information.
- Asking what you think would make things right.
- Keeping notes of what everyone says.
- Trying to find a way to fix the problem. They might say sorry, explain what happened, promise it won't happen again, or review how things are done to stop it from happening in the future.

9. We will always...

- **Listen:** We'll still listen to you.
- **Explain:** We'll try to explain things.
- **Be Fair:** We'll make sure things are fair for everyone.
- **Learn:** We'll learn from what happened.


## Compliments

- At Mary Hare, we love hearing about all the good stuff that makes you happy! That's why we have a special way for you to share compliments about our school, the cool things you learn, and how much you like being here. Compliments are like high-fives for everyone who helps make our school awesome! Maybe it's about a teacher who makes learning super fun or how much you enjoy hanging out with your friends in the house. When you say nice things, it makes everyone feel good and encourages us to keep doing our best.
- You can tell us your compliments [online](#) or just say them in person.

### Young People's Complaints and Compliments Process

If something's not right, talk to someone you trust or use our special complaint process. Your feedback helps us support you better. So, share your thoughts, compliments, complaints, and ideas with us. If there is something you're not happy with you can follow these steps.  
**We're here to make things better for you!"**

#### What is the difference between a concern and a complaint?

 A **concern** is when you feel worried or bothered about something but haven't said anything yet. It's like feeling uneasy about a situation. It's time to speak up about it.

A **complaint** is when you've spoken up about what's bothering you. It's like when you've told someone, "Hey, this isn't okay with me," because you want things to change or improve.

---

#### What can I do if I have a concern?

In most cases **your problem** can be **sorted** out by the **adults** in the school. Try talking to your Keyworker, TA, Form teacher, House Leader or Head of Year.

#### How can I make a complaint?

If you feel you that your concern has not been solved you can make a complaint.  
Arrange to visit a Senior Leader or scan the QR code above to fill out a complaint form.

### What happens next?

An adult will investigate your concern to try and find a way to fix it. We will always...

**Listen:** We'll still listen to you.

**Explain:** We'll try to explain things.

**Fairness:** We'll make sure things are fair for everyone.

**Learn:** We'll learn from what happened.



### Tell us when we're doing well!



At our Mary Hare, we love hearing about all the good stuff that makes you happy! We'd like you to share compliments about our school, the cool things you learn, and how much you like being here. Tell someone in person or scan the QR code!

View a copy of the full Young People's Complaints and Compliments Policy on our website.



Securing the future of  
deaf children and young people