



Greenfields School Complaints Policy 2025-26

Implemented March 2026	By Whom C.Singh	Last Review March 2026	By Whom C.Singh	Next Review March 2027
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Document History (last 3 versions)			
Date of Issue	Version No.	Person(s) responsible for change	Nature of Change
12/03/26	2	Creslyn Singh	Reviewed

This policy aligns with the ALN Code (Wales) 2021, the Equality Act 2010, the UNCRC, the Independent School Standards (Wales) Regulations 2024

Greenfields School – Pupil-Friendly Complaints Policy

What is a complaint?

A complaint is when you feel something is:

- Not right
- Unfair
- Has upset you
- Has not been dealt with properly
- Needs to change

You have the right to speak up, be listened to, and be treated with respect.
This is your UNCRC right (Article 12).

Who can make a complaint?

Anyone in school can make a complaint, including you.

You can complain about things like:

- How you were treated
- Something that happened in school
- Something that worries you
- Something that affects your learning or wellbeing
- Something you feel is unfair

Nothing is “too small” if it matters to you.

Who can I talk to?

You can speak to ANY adult you trust in school:

- Your teacher
- Your tutor
- A teaching assistant
- The Headteacher (Creslyn)
- Deputy Headteacher (Rhys)
- Any member of staff in the school
- Someone from your residential home
- Your social worker
- An independent advocate (if you have one)

How can I make a complaint?

You can make a complaint by:

- Talking to an adult
- Writing it down
- Using the pupil complaints form
- Asking someone to speak for you
- Texting or emailing (if that helps you)

If writing is difficult, an adult can help you put your words into writing.

What happens when I make a complaint?

Stage 1 — Sorting it out quickly

Most complaints can be fixed by:

- Listening to you
- Understanding what happened

- Agreeing what needs to change
- Making things better straight away

The adult you speak to will tell you what they will do next.

Stage 2 — A bigger look at the problem

If the problem is not sorted, or if it is more serious:

- Another Headteacher from outside Greenfields (a “Supporting Headteacher”) will help
- They will investigate properly
- They will speak to everyone needed
- They will tell you what they found out and what will be done

You will always be kept informed.

Stage 3 — Review Panel

If you still feel things are not sorted:

- A review panel of senior people (including someone independent) will look at your complaint
- You can bring an adult, parent, carer or advocate to support you
- The panel will decide what needs to happen next

Will my complaint be private?

Yes.

Your complaint will only be shared with people who need to know so the issue can be sorted. Nothing will be shared publicly.

What are my rights?

You have the right to:

- Be listened to
- Be treated with respect
- Be safe
- Have your feelings taken seriously
- Have your complaint investigated properly
- Know what is happening at every step
- Have an adult to support you
- Ask for an advocate
- Not be blamed for speaking up

You also have the right to contact:

- Newport City Council
- Estyn
- Care Inspectorate Wales (CIW)

An adult will help you do this if you ask.

What if my complaint is about a staff member?

You will speak to the Headteacher or Deputy Headteacher.

If your complaint is about the Headteacher, it will go straight to the **Proprietor (Rob Mcconomy)**.

You will never get in trouble for telling the truth.

How are complaints used?

Your complaints help the school to:

- Improve

- Make things fair
- Keep you safe
- Understand how you feel
- Make better decisions

The school checks complaints every month to look for patterns and make things better.

If I am worried about complaining

That is normal.

You can ask an adult to:

- Help you talk
- Help you write things down
- Speak for you
- Come with you
- Explain anything that confuses you

Your voice matters.

Your feelings matter.

You won't get in trouble for speaking up.

Headteacher:	Creslyn Singh	Date:	22 nd October 2025
Proprietor:	Rob McConomy	Date:	22 nd October 2025