

STUDENT COMPLAINTS AND CONCERNS

SPEAKING UP MATTERS



At Court Grammar School, we want every student to feel safe, respected and listened to. If something is worrying you, upsetting you or doesn't seem right, we encourage you to speak up. Raising a concern or making a complaint helps us support you and improve our school community.

There is no problem that is "too small" to talk about if it is important to you.



WHAT'S THE DIFFERENCE?

? A CONCERN

A concern is something that is worrying you or doesn't feel right. It might be something that is affecting your learning, friendships, wellbeing or safety.

Most concerns can be sorted out by talking with someone and working together to find a solution.

! A COMPLAINT

A complaint is when you believe something has happened that is unfair, inappropriate or has caused you harm, and you would like the school to investigate or take action.

If you're unsure whether something is a concern or a complaint, that's okay—we can help you sort it out.

WHAT CAN I RAISE?

You can speak to us about things such as:

-  Bullying or harassment
-  Being treated unfairly
-  Behaviour of another student
-  Behaviour of a staff member
-  Problems in class
-  Safety concerns
-  Discrimination
-  Online or cyber issues
-  Anything that is affecting your wellbeing at school

WHO CAN I TALK TO?

You can talk to any staff member you trust, including your:

-  Pastoral Care Advisor (PCA)
-  Teacher
-  Year Group Coordinator
-  School Psychologist
-  Head of Year
-  Head of School
-  Deputy Principal
-  Principal

If the first person you speak to can't help, they will make sure you are connected with someone who can.

HOW CAN I RAISE A CONCERN?

You can:

-  Speak to a staff member in person.
-  Send an email.
-  Write a note or letter.
-  Ask a parent or caregiver to help you.
-  Ask another trusted adult to support you.

You can also ask someone to come with you if you would like support.

WHAT WILL HAPPEN?

When you raise a concern or complaint:

-  We will listen carefully and take you seriously.
-  We will treat you with respect.
-  We will try to understand what has happened.
-  We will work with the people involved to find a fair solution.
-  We will keep you updated about what is happening.

For concerns involving bullying or behaviour that could cause harm, the school aims to begin responding within two school working days of becoming aware of the issue.

Some matters can be resolved quickly. Others may take longer if we need to gather more information or speak with other people.



WHAT IF I'M NOT HAPPY WITH THE OUTCOME?



If you don't feel your concern has been resolved, you can speak to another staff member such as your Head of Year, Head of School, Deputy Principal or the Principal.

We will listen to your concerns and review the situation fairly.

WHO ELSE WILL KNOW?



We will keep your information as private as we can.

Sometimes we need to share information with staff who are helping investigate or support those involved. If there is a serious safety concern, or if the law requires us to, we may need to involve other people or organisations to help keep everyone safe.

OUR COMMITMENT TO YOU

When you speak up, you can expect us to:



Listen respectfully.



Take your concern seriously.



Treat everyone fairly.



Work towards a solution.



Keep your information as private as possible.

Help make our school a safe, welcoming and respectful place for everyone.

WILL I GET INTO TROUBLE?



No.

You will not be treated unfairly because you raised a genuine concern or complaint.

Speaking up is the right thing to do, and we want every student to feel confident asking for help.



SPEAKING UP HELPS MAKE COURT GRAMMAR SCHOOL A BETTER PLACE FOR EVERYONE.

IF SOMETHING DOESN'T FEEL RIGHT, TELL SOMEONE — WE'RE HERE TO HELP.

YOUR VOICE MATTERS