



Speaking Up! How to Tell Us When You Are Unhappy

We want our school to be a safe, happy, and calm place for you. But sometimes, things go wrong. If you are sad, worried, angry, or hurt, **it is always okay to say so**.

You will **never** be in trouble for telling us when something is wrong.



When should I make a complaint?

You can complain about anything that makes you feel unhappy or unsafe at school. For example:

- Someone is being **unkind** or bullying you.
 - A rule feels **unfair** or hurts your feelings.
 - You are not getting the **help or equipment** you need to learn.
 - You feel **sad or unsafe** in your classroom or on the playground.
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The 4 Easy Steps to Speak Up



1

Tell a trusted adult
(or draw/sign it)



2

The adult helps fix it
with the team



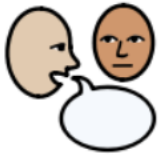
3

Headteacher checks
if still unhappy



4

An outside helper
looks at it fairly



Step 1: Tell a trusted adult

Find an adult at school you like and trust. This could be your **class teacher, your teaching assistant (TA), the SENCO, or a parent.**

- **How to tell them:** You can talk to them, write a short note, draw a picture of what happened, or use your communication device/cards (Communication board – Speaking up)



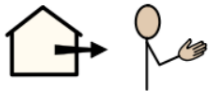
Step 2: We work together to fix it

Your trusted adult will listen carefully. They will talk to the right people to try and fix the problem quickly so you can feel better. They will write this down in a Complaints log.



Step 3: The Headteacher helps

If the problem is too big or you are still unhappy, your complaint goes to the **Headteacher**. They will look into everything safely and fairly. They will meet with you (or your trusted adult) to explain how they will make things right.



Step 4: Outside helpers

If you are still not happy with the school's answer, we can ask **outside helpers** (like school Governors) to look at the problem. Their job is to make sure everyone is being fair to you.



You do not have to do this alone!

If it feels too scary or hard to speak up by yourself, you can ask for an **Advocate**. An advocate is a helper whose *only* job is to stand by your side, listen to you, and help you tell the adults exactly what you want to change.