



# ST EDMUND'S SCHOOL

## CANTERBURY

### Pupils' Worries and Complaints – Pre-Prep

(In this policy, the term 'Pre-Prep' includes Nursery, Reception, Year 1 and Year 2 and 'Nursery' includes Ladybird and Butterfly classes.)

In accordance with the Children's Act 1989 each pupil is given information about who they can speak to if they are worried or have a complaint.

Children in the Pre-Prep are given a number of opportunities to talk about their worries or concerns and complaints:

- PSHEE discussions
- Circle time
- Small group or 1 to 1 time with school staff
- Termly Children's Forum sessions

The children are regularly reminded in class, during PSHEE sessions and in talks by NSPCC representatives that they can and should talk to any member of staff if they have any worries or complaints.

Pre-Prep children will be told that they:

Should not be afraid to complain.

It's your right to be treated properly.

It's your right to complain if you think you are not being treated fairly.

These guidelines comply with the Children Acts 2004 and 2006

Pre-Prep staff are encouraged to get to know the children in their class very well so they can become aware if a child is unhappy or is behaving differently to normal. They will then provide opportunities to let the child talk about how they are feeling.

Pre-Prep staff will also make time to talk to parents and carers building up an open channel of communication about the children in their class. Good communication between home and school can often alleviate children's concerns or worries quickly.

**Reviewed Sept 2024**

**Review Date: September 2025**  
**Sarah Bartholomew**