

### What do I do if I want to make a complaint?

Firstly talk to a member of staff you feel you can talk to. You can take a friend with you. Tell them what is wrong and see if they can help you with it. They will listen to you and do their best to sort out what is worrying you. If you do not feel happy with the way your complaint has been dealt with you can make a formal complaint.

### How do you make a complaint?

1. Talk to a member of staff, Sara, Ray, James or Steve. Tell them that you want to make a complaint.
2. They will write the complaint in the Complaints Log which is kept in Sara's office.
3. You will be seen by Sara, Ray, James or Steve to talk about how you are feeling and why. They will take your complaint seriously and will do their best to sort this out within two days.
4. If the complaint is about you Sara, Ray James or Steve will want to see you to discuss things. Be truthful.
5. If Sara, Ray, James or Steve do not sort things out within two school days you can tell one of the people mentioned on the first page. They will help you.



**Sara Hack**  
Principal



**Ray Lau**  
Vice Principal



**James Mills**  
Head of Education



**Steve de Souza**  
Head of Care

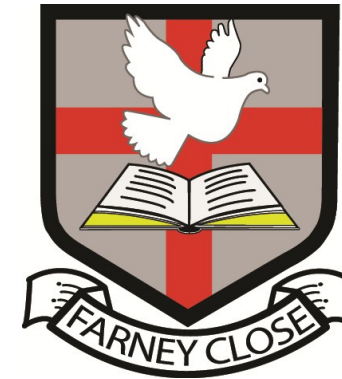
For any LGBTQ+ conversations we also have FOUR dedicated ambassadors:  
Ray Lau, Austin Bye, Kate Johnstone and Sharon Radley

You do not have to tell anyone that you are complaining about them.

### If I complain will it make a difference?

The adults at Farney will do their best to ensure that it does make a difference. No one should be made to feel unhappy. Your telling us about how you feel may help others who feel the same, as well as helping yourself. We want all of the children who attend Farney to feel happy, safe and secure and enjoy school and we will do everything that we can to help you feel this way.

# Farney Close School



# Worries & Complaints 2025 - 2026

### **Where can I get another copy of this leaflet?**

If you lose this you can get another from your care staff or tutor. Remember that you can ask any member of staff for help if you need it. There is also a copy displayed on every House.

### **What do I do if I just want to talk to someone?**

You can talk to your Linkworker, Sara, Ray, James, Steve or any staff you feel able to talk to.

### **What if I don't feel able to talk to staff?**

You can always telephone or see one of these people:

- Your parents / carers or Social Worker
- Sue King who is here every week.
- Dan Mays (Independent person) dmays@farneyclose.co.uk
- Child Line (0800 1111) or www.childline.org.uk
- [www.nspcc.org.uk](http://www.nspcc.org.uk)
- The Children's Rights Director (0800 528 0731)
- Dame Rachel de Souza—[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)
- Children and Young Persons Emotional Well Being and Mental Health Advocate for Mind in Brighton and Hove. (01273 666950)
- The National Youth Advocacy Service (0808 808 1001)
- Coram Voice Advocacy (0207 833 5792)
- Action for Children (01923 361 500)
- Ofsted (03001231231)
- Zillah Webb, Governor, also responsible for Safeguarding and maintaining an anti-bullying culture (01444 881811)
- Zillah also monitors complaints (01444 881811)

### **What will happen if I make a complaint?**

Any formal complaint from a young person must, in the first place, be made in writing. You will be given help writing the report or dictating it to an adult. It will then be passed on to Sara, or Steve who will deal with the matter.

### **What if I'm the one in trouble?**

You can have a friend or member of staff with you when the Duty Person / Manager sees you.

### **What sort of things is it ok to complain about?**

Sometimes you may wish to complain about something that is worrying you or has made you upset. For example:

You may have been bullied.

You could feel picked on because of your race, size, or sex.

You might not like the food.

You may have been sanctioned and feel it was not fair.

You might think you have been treated unfairly or have been verbally abused.

Someone could have hurt you or said things to you which are upsetting.

### **What are my rights?**

You have a right to be treated fairly. Do not be afraid to complain if you think you are being unfairly treated.

### **Why should I talk about things that worry me?**

If there is anything that is causing you concern you must talk to an adult so that they can do their best to help you feel happier. Speak to an adult sooner rather than later so a little worry does not become a big worry.

### **What should I do if I think my complaint affects everyone?**

Either speak to a member of the school forum or write it down and place it in your Houses forum suggestion box. This issue will then be raised at the next forum meeting. There is a member of the forum on every house.