



Cheder
חינוך על טהרת הקודש

Complaints Policy for Students

Purpose

The purpose of this policy is to help students raise complaints or concerns about issues arising at our school

Policy

Every student at Cheder is welcome to seek help or give feedback.

What is a complaint?

At school you have the right to feel safe and secure and to tell someone how you feel, including if you are unhappy or have a concern about your care.

If you are not happy with something that happened, or is happening, at school you have a right to complain about it. This means explaining and describing something that happened to you that you didn't like.

If you do this, we will:

- listen carefully to what you tell us
- respect your view
- respect your privacy
- try to help you

What should I do before I make a complaint?

You might want to talk to someone else about it first – to another student or friend or parent, or to a teacher or adult at the school – someone you trust.

You don't have to do this.

Making a complaint can be scary, so you could ask someone to come with you when you make the complaint, if you want to.

How can I make a complaint?

You can:

1. Talk to someone by:
 - Raising the issue with your teacher or another staff member
 - Speaking to Mrs Goldman or Head of Student Services, or Mrs Winner and requesting a meeting, or you can book a meeting with any of them by asking at Reception
2. Put a letter under the door of either the Principal or Mrs Goldman or Mrs Winner. This might allow you to report something you aren't feeling confident about sharing, without having to say who you are
3. Fill in the form at the end of this policy and give it to your teacher, the Principal, Mrs Winner or Mrs Goldman or Head of Student Services
4. Use the Suggestion box at Reception – fill in a form or put a letter in there.

Steps for making a complaint

Step 1: Before making a complaint think about whether you can fix the problem yourself

Step 2: Plan what you want to say

Be clear about:

- what is definitely a fact, and what you think 'might be the truth'
- what you are unhappy with / what happened that you didn't like
- how it made/makes you feel

Step 3: What would you like to happen?

Try to find words to explain what would make you happy / what could fix the problem?

Step 4: Go and see the person you want to talk to, put a letter under their door or fill out the form at the end of this policy and hand it to them. You can also ask at Reception for a copy of this form.

Step 5: Ask questions if you want to, such as:

- What will happen next?
- When will you get back to me?
- Will you tell my Mum or Dad?
- Can you talk to my Teacher/Mum or Dad (or someone else) please?

Step 7: Bring notes with you - if you want to. Take notes in the meeting or after – if you want to.

You could write down:

- Who you talked to
- The date and time
- What they promised they'd do
- When they said they'd get back to you
- How you feel about what they said
- Anything else you remember

This will help you to know that they listened to you and are doing what they said they would do.

Step 8: If you don't feel this helped you

If you are not happy with what happens next (or if nothing happens), you can talk to another person. You could talk to the Head of Student Services.

We care about what happens to you

What happens next?

- The school might need to gather further information to properly understand the situation. This might involve speaking to other people about what you have reported.
- We will try to let you know what is going to happen as soon as possible - what the plan is for trying to help you with what you have told us.
- You are allowed to ask for updates, or to ask when something will happen. If we know, we will tell you.

What Might Happen?

It might be that:

- Someone should provide an apology
- A decision should be changed
- The way the school manages a situation should be changed
- The school might suggest some support for you (eg counselling or professional advice)
- There might be some other way of supporting you

It is our sincere hope to help all students with their complaints and concerns as soon as we can. Please understand that there are many issues for the school to deal with every day, but please know that you are important to us.

Approval

Created Date	29/11/2022	
Consultation	Exec, SY, SAS	
Endorsed by	SY	
Next review date		

Complaint (Suggestion) Form for Students

AVAILABLE FROM RECEPTION

(if you need help to fill in this form, ask Student Services)

SUGGESTION FORM for students

If you need help to fill in this form, you might want to ask one of these people:

Your parents / Your teacher / Mrs Goldman / Mrs Winner / Mr Kornhauser

USE THE BACK OF THE FORM IF YOU NEED MORE SPACE

1. Tell us about you (you can leave this part blank if you prefer)

First Name _____ Last Name _____

Class _____ Teacher's Name _____

2. What or who do you want to tell us about

3. What would make you happy?

Tell us what you hope will happen to fix this for you

Put this form in the Suggestions box at Reception or you can give it to

Your parents / Your teacher / Mrs Goldman / Mrs Winner / Mr Kornhauser

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