

Making a Complaint

There may be times, while at Lakeside, that you become un-happy with the way you have been treated or un-happy about a certain situation.

It is important that you tell someone about this so that the school can help ensure that a decision is fair and that you are listened to.

A good person to speak to is your key-worker or any member of boarding staff.

If you would prefer to write down your concern, then a *Grumbles and Gripes* form would be a good place to start. *Grumbles and Gripes* forms can be found in your personal packs in your bedroom.

Boarding staff will read any *Grumbles and Gripes* form that they find and will ensure that something is done about your concern. They will then speak to you to make sure you are happy with the outcome.

For more serious concerns, or for small concerns that you don't feel are being listened to, a *Complaint* can be made.

You can ask a member of staff for help writing a *Complaint* or you can write it down and pass it to a member of staff.

A *Complaint* will need to be investigated by senior managers of the school and a written response will be returned to you as soon as possible. You will then have the chance to decide if you are happy with this outcome.

Please remember: *A problem shared is a problem halved.*

