

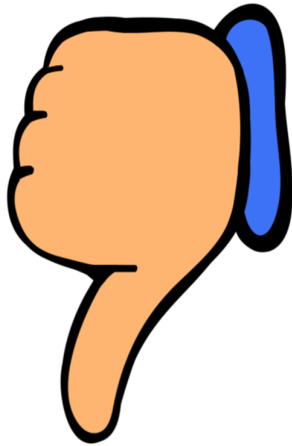
*Stephen Sutton House  
Residential Provision*

# ***Complaint procedure***



***At Lindsworth School***

*Reviewed: October 2024  
Next review: October 2025*



**If you are unhappy about something when you are staying at Sutton house we want you to tell us.**

**We would like to know when we have done something well. This is called giving us a compliment.**



**We welcome ideas how we can improve our service and what we could do better.**



## Things that may make you unhappy

- You think staff is being disrespectful
- You are not happy with activities or food offered
- Staff is not helping you the way you expect them to
- Other residents make you feel angry, upset

Firstly talk to a staff member or one of the Team Leaders

Adrian



Thelma



If you feel your complaint was not solved you can speak with

Ela - Residential Care Coordinator



In person

Via phone 0121 693 5363 ext. 114

Via email:

[E.Ksiazkiewicz@lindsworth.bham.sch.uk](mailto:E.Ksiazkiewicz@lindsworth.bham.sch.uk)

You can also talk to

- your Pastoral Manager
- Senior Leadership Team
- The Governing Body
- Email school [enquiry@lindsworth.bham.sch.uk](mailto:enquiry@lindsworth.bham.sch.uk)

**Your family member or a guardian can make a complaint on your behalf.**

**Your complaints will be taken seriously and we will deal with them as soon as possible. We hope that at the informal stage someone you speak to would be able to solve your complaint.**



**If a complaint is being made about you, you will be asked to talk to the adult responsible for the complaint so you have the chance to tell your side of the problem. If the school finds that you are responsible for the problem being complained about, you will be disciplined in line with the school rules. If you think you have been treated unfairly, you can talk to the school's governing board.**



**If you have ever been physically or emotionally hurt by an adult or peer, it is important that you tell a responsible adult. They will ask you what has happened and if they think your safety is at risk, they might tell social services. If this happens, the social services will take over the investigation of the complaint – you will be told what is happening at all times.**

This form can be used to submit a complaint to the Head Teacher if the steps taken above did not solve your issue.

**LINDSWORTH SCHOOL  
STEPHEN SUTTON HOUSE  
RESIDENTIAL COMPLAINT FORM**

**Name:**

<b>What is the nature of your Complaint?</b>		
<b>Date complaint received</b>		
<b>Received by</b>		
<b>Advocate/mentor nominated</b>		
<b>Complaint resolved</b>	Yes/No	
<b>Date resolved Ongoing</b>		
<b>If Yes</b>	How	
<b>If No – what action steps need to be taken?</b>		
<b>Pupil Voice (Response)</b>		
<b>Signed</b> .....	<b>Signed (RCW)</b> .....	<b>Signed (RSPCC)</b> .....

Date completed