



# What are Complaints, Suggestions, Compliments and Feedback



## What is a complaint



A complaint is when you are unhappy about something and want to tell someone to make it better



You will not get into trouble if you make a complaint



Please tell us if you are angry or unhappy about something



We will try to make things better for you



## What is a suggestion



A suggestion is when you have an idea about how we can do things better

## What is a compliment



A compliment is when you are happy about something we have done and you want to tell us about it

## What is feedback



**Questions**

1. What do you think about it?

Good

Bad

Not sure



Feedback is when you tell us how you feel about something so we can make it better



## You can make a complaint if someone



- Takes or breaks something of yours



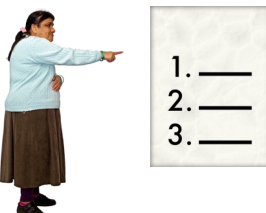
- Shouts at you or bosses you around



- Does not listen to you



- Hurts you or upsets you



There could be other things you want to make a complain about



## How to make a complaint



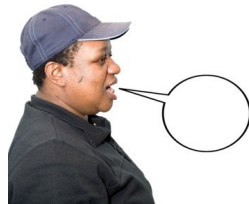
If you are not happy about something try to talk about it with staff first



You can choose someone to speak for you when you want to make a complaint



Staff can support you to fill out a Complaints form



You can also use this form to tell us about suggestions and compliments



This form will go to the teacher or head of service



The teacher or head of service will tell you

- what will be done
- when it will be done



The teacher or head of service will write this down for you



After you make a complaint you may feel that things are not better

You may want to appeal

Appeal means you can try again



Your staff can support you with this



You can tell Ofsted about your complaint

Ofsted check that you have good and safe education and support



Anyone can help you to tell Ofsted



There are more people you can tell about your complaint

You can ask your staff about this



MacIntyre wants you to be happy



If you are not happy please tell us