

HOW CHILDREN UNDERSTAND OUR COMPLAINT'S PROCESS

- 3A) know how adults in the organisation should behave
- understand the organisation's complaints process and how to raise safety concerns for themselves, their friends or peers

What can a complaint mean for a child at our service?

Anything that can make a child feel unsafe. Some examples:

- Getting hurt in any form (e.g. by another child, staff member, self-inflicted).
- Feeling unhappy/upset/scared/worried/sick
- Conflict in any form with peers/adults



How can children address/deal with a complaint?

- We role model phrases and encourage children to say:
“Stop it I don’t like it!” “Please STOP”
- To go and speak to a teacher/educator
- Teacher/educator to address / deal with complaint.
- Staff member to follow up where required e.g speaking to parents. Holding a meeting.

