



## Early Childhood Complaint Procedure

### Kindy, Pre-primary, Year 1, Year 2

#### Part 1

Each classroom is issued with a Velcro backed sad face to place in a visible, child-accessible place in the classroom. The teacher will explain the purpose and use of the face with the students.

If a child has a complaint to make to the teacher, he/she can take that sad face to the teacher or EA.

The educator will then make time to sit in a quiet space with that child and, **if necessary,** complete the 'Complaint form for Children' with them.

#### Part 2

Once per term, the teacher will speak to the children about

'How does school make you feel?'

Using the 'Student Survey' sheet, children will circle a happy or sad face and complete a drawing, indicating why they chose happy or sad.

With those children who answered with 'sad', the teacher will ask and record for them 'What would make the problem better?'



**John Calvin School Albany**

A School with the Bible

# Student Survey

Name \_\_\_\_\_

How does school make you feel?



Draw a picture of why you feel this way.

*What would make the problem better?  
(Teacher to ask and record answer if 'sad' is chosen)*

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## Child friendly Complaints form K – 2

1. Tell us about you:

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

2. Tell us about your complaint:

Who or what are you unhappy with?

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When did it happen?

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What made you unhappy?

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What would make you happy? Tell us what you would like to happen:

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We might need to talk to you about what happened.

Are you ok with this? (Circle your answer)

Yes No - Someone else will speak for you.

Name \_\_\_\_\_ Phone number \_\_\_\_\_

You can put this form in the complaints box in the office