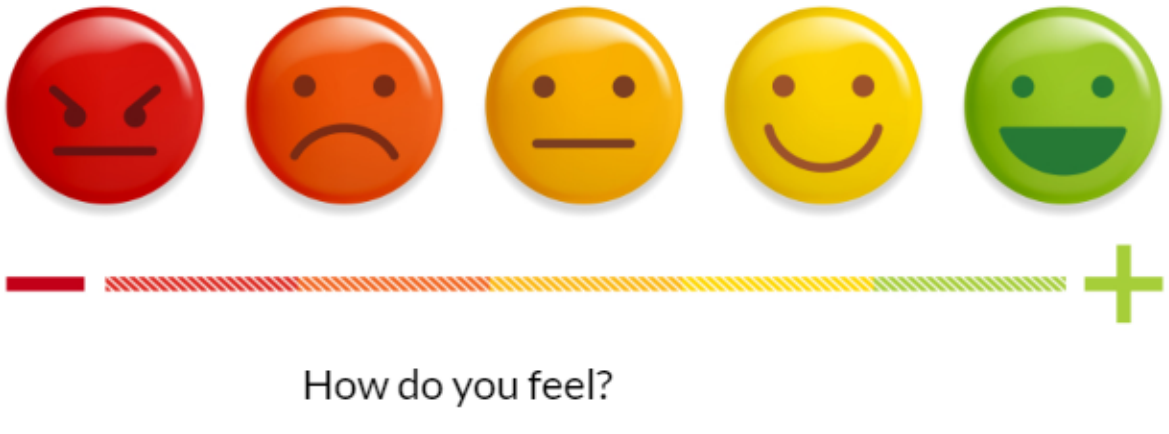
What is a Complaint?

When you have a problem

You can have a problem about your afterschool, an adult or another child



How Big is my Problem?

5	EMERGENCY
4	GIGANTIC PROBLEM
3	BIG PROBLEM
2	MEDIUM PROBLEM
1	LITTLE PROBLEM
0	GLITCH

How do I make a complaint?

- By talking about it to your room staff – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To Whom?

- To anyone of the room staff

Does it matter what the issue is?

- No, it can be a big problem or a small one. By talking about it we can try to help solve it, make things better for you

What will happen next?

- If possible the staff member will deal with it in person. If not s/he will go on your behalf to someone who can help.

Do others have to know?

• If you are worried about confidentiality (other people knowing), tell the staff – they will understand.

Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.

If you have a complaint, who would you like to talk to?

Angie

Aline

Steve

Lara