
DEPARTMENT OF EDUCATION, SPORT AND CULTURE

RHEYNN YNSEE, SPOYRT AS CULTOOR



Child-friendly Complaints Guide

For children and young people in schools and services run by the Department of Education, Sport and Culture – December 2025



Isle of Man
Government

Reilrys Ellan Vannin

What is this guide for?

This guide is for you if you go to school, college, or use places like the National Sports Centre, Youth Clubs, the Villa Marina, or the Gaiety Theatre. If something happens that makes you feel unhappy, worried, or upset, this guide will help you know what to do and who to talk to.

We want you to feel happy, safe, and listened to.

What is a complaint or concern?

- A **complaint** is when you are unhappy about something or someone.
- A **concern** is when you are worried or unsure about something.

If you have a complaint or concern you can talk to your parents/carers, a teacher, another adult, or someone you trust.

When should I complain?

- You can complain at any time if something is making you unhappy, worried, or upset.
 - Try to tell someone as soon as possible, so we can help you quickly.
 - If you're not sure if you should complain, talk to your parents/carers or a teacher, another adult, or someone you trust.
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What can I complain about?

You might want to complain about:

- Something that happened at school, on a trip, or at an event.
 - How someone treated you (another student or an adult).
 - Bullying or unkind behaviour.
 - Something that happened outside school but is connected to school (like on the bus).
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How do I make a complaint?

1. Talk to someone you trust

Tell your parents/carers, teacher, Headteacher, another adult or someone else that you trust.

2. Fill in a complaints form

You can fill in the form by yourself or with help from an adult. Once completed, give it to your teacher, Headteacher, or another member of staff if your complaint is

about a service provided by the Department i.e. NSC, Youth Clubs, Villa Marina, Gaiety Theatre.

3. What happens next?

- An adult will listen to you and ask questions to understand what happened.
- They will try to help fix the problem.
- You will be told what will happen next and kept up to date.

4. If you're still not happy

- If the problem isn't fixed, your parents/carers or a teacher can contact the Department of Education, Sport and Culture for advice on the next steps.
- The Complaints Officer will look at your complaint and try to find a solution.

Will I get in trouble for complaining?

No not at all. You will not get told off for making a complaint. We take all complaints seriously and we want to help you.

What if my complaint is about my Headteacher?

If your complaint is about your Headteacher, tell your parents/carers or another teacher. They will let the Department know, and someone else will look into it.

Contact details for the Department of Education, Sport and Culture's Complaints Officer:

The Complaints Officer

Department of Education, Sport and Culture

Thie Slieau Whallian,

Foxdale Road,

St John's

IM4 3AS

email: desccomplaints@gov.im

Or ring us: +44 1624 685808

Child-Friendly Complaints Form

Please fill in this form to help us understand and resolve your complaint.

Question	Details
What is your name?	
Where do you live?	
How can we contact you?	
Name and contact details of your parents or carers:	
Can you tell us what your complaint is and why you are not happy?	
Where did this happen? (School, UCM, NSC, Youth Club, Villa Marina, Gaiety Theatre, etc.)	
What happened that made you feel unhappy, upset, or worried?	
When did it happen?	
Who was involved?	
How did it make you feel?	
What would you like us to do to help?	
Is there anything else you want to tell us?	

Need more help?

You can also get support from:

- **CAMHS** – Counselling and support for children & teenagers (01624 642875)
 - **Young Minds** – Support for young people (youngminds.org.uk)
 - **Isle Listen** – Counselling & advice for teenage mental health (islelisten.im, 01624 679118)
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