

## 20. PUPIL'S COMPLAINT PROCEDURE

### What to do if you have a worry or complaint

#### ***What should you do if you just want to talk to someone?***

Your Housemaster, a Matron, the GAP students or any other member of staff is always ready to help or listen to you. You can always speak to your parents too.

#### ***What should you do if you want to complain about something?***

You may feel that you would like to complain about something that is worrying you. The first thing you should do is talk to any member of staff you trust. You can tell the staff member that you want to make a formal complaint, or you could write down your complaint and give it to the member of staff. Your parents can also write down their complaints or they can help you to write your complaint.

#### ***What to do if you or your parents disagree with the School about a complaint?***

If you or your parents wish to appeal against a decision made by the School about your complaint, you or your parents should write to the Headmaster explaining why there is still a problem. The Headmaster will ask the Principal to arrange for your complaint to be reviewed by a panel of three people. At least one person will be independent of the running and management of the school. You and your parents may meet the panel to explain your concerns. You will be given details of the procedure to be followed. After the panel has considered the issues, they will give you a written response which may include making recommendations to the Headmaster or the Principal. If you are still unhappy with the response to your complaint you or your parents can contact Ofsted or the Local Authority Designated Officer as explained below.

#### **Contact numbers**

Child Line	0800 1111
School Doctor	01869 249 222
Independent Listener - Christine Druce	07969 262 505
Local Authority Designated Officer, Alison Beasley (Officer for safeguarding at the Local Authority):	01865 81595

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