

# COMPLAINTS PROCEDURE (PUPILS)

## PUPILS' PROCEDURE FOR RAISING CONCERNS

It is not in keeping with the ethos of this School to complain unnecessarily. Pupils and staff are constantly encouraged to think positively about all aspects of School life, especially their interaction or relationship with each other on a day-to-day basis. All members of staff are aware that one of the prime aims of the school is that they must do their very best to care for each pupil, in every conceivable sense.

However, it would be unusual if pupils never complained. If a pupil has a complaint, however trivial, she/he should take it to the School Council or Boarding Council, which are bodies specifically constructed for dealing with complaints. There are also suggestion boxes outside the Deputy Head's office and in both boys' and girls' boarding areas. Otherwise, she/he should talk to any one of the following, who will try to help to resolve the matter:

- Form Captain
- Form Prefect or other Prefects
- Head Girl/Boy and Deputies
- Form Tutor
- Houseparent
- Head of Division or Head of Boarding
- School Nurse
- School Chaplain
- Head of Prep or Deputy Head
- ISI Tel: 020 76000100

Any member of staff can be approached during the day. There is always someone available to listen at night or at weekends. There are also 'Suggestions and Comments boxes outside the DHM's office and in the boarding areas.

**In the case of a very serious complaint, the Deputy Head or Head of Prep should be approached immediately.**

In the unlikely event that a complaint cannot be resolved by the procedure above, a pupil can approach the Head, through the Head's secretary, either in person or in writing. The Head is always happy to talk to any pupil about any matter. Once the Head is satisfied that, so far as is reasonably practicable, all of the relevant facts have been established, he/she will make a decision to resolve the matter. The Head's decision will be final.

Reviewed Sep 2018 DHM  
To be reviewed Sep 2019