



## **HOLMEWOOD HOUSE SCHOOL**

### **COMPLAINTS SYSTEM FOR PUPILS INCLUDING BOARDERS**

#### **Any problems, Complaints, or Suggestions?**

If so the school would like to hear.

#### **How do I make a complaint?**

- By talking about it – 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 on the staff who you feel you can trust, including the Headmaster

#### **Does it matter what the issue is?**

- No, it can be a big problem or a small one. By discussing it, you or the adult may come up with some positive ideas to help resolve the problem.

#### **What will happen next?**

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

#### **Will I get into trouble for criticising the school or a teacher?**

- If you have a genuine complaint then it will be taken seriously, and followed up, and you will not get into trouble.

#### **Do others have to know?**

- If you are worried about confidentiality tell your form teacher or tutor that you would like to tell them something in private – he or she will understand and deal with the issue sensitively. He or she may have to tell someone else if they need to do so for your own well-being

Even if you find the issue hurtful or embarrassing, don't worry – it will be handled with sensitivity and those who need to know will be informed.

## **PUPILS' COMPLAINTS**

The principles which apply to parental complaints should also be applied to complaints and concerns from pupils and/or Boarders.

There are however differences in approach. One important difference from the handling of parental complaints is that pupils should be able to raise concerns with any member of staff with whom they feel comfortable, whether it be the form teacher, a member of the support staff, the Housemaster, tutor or another senior member of staff.

In more complex situations, once the matter is resolved, the outcome should be discussed with the pupil by a member of staff. To make sure that it is fully understood, a written record may be shared.

General issues may be raised at the School Council or in Form periods.

Complaints which appear trivial still need to be handled seriously. Young people may test the complaints procedure on relatively minor issues before finding the confidence to raise something painful, such as bullying.

If the issue is a painful one, or if exploration of it is taking time, a pupil may need the support of another pupil or from an adult. The School Counsellor may also be consulted either on behalf of the pupil, or a consultation arranged for the pupil with the Counsellor.

Complaints, and ways of dealing with them, also need to be explained to pupils by form teachers and tutors. The PSHCE programme is of use also in teaching pupils how they may support and act as mentors to others, but also in encouraging them to understand that their views matter.

Boarders or their parents may appeal any decisions by using the same procedures as detailed in the complaints procedure for parents.

### **Useful contacts**

**Ofsted (The Office for Standards in Education)**, Royal Exchange Buildings, St. Anne's Square, Manchester M2 7LA Tel: 07002 637833 Fax: 07002 693274

**Our Education Area Children's Officer (Child Protection) contact details are:**

Area Education Officer, Montague House, 9 Hanover Road, Tunbridge Wells  
Kent TN1 1EZ

Telephone: 01892 515045

**Local Authority Designated Officer for Child Protection:**

Kel Arthur 01622 605721 (office hours)

James Marjoribanks— Headmaster March 2011, reviewed January 2016