



Complaints Procedure for Pupils	
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Complaints Procedure for Pupils

This procedure is available to current pupils, on the website and in the *Parent and Pupil Handbook*.

The Children Act 1989 is a detailed and important piece of legislation concerned with (i) children and (ii) the people who have care of children and responsibility for them, including parents, guardians, housemistresses, teachers, doctors, nurses, police officers, social workers and others.

Central to the Children Act is the intention to make the care of every child in the country as sound and secure as possible. As a result of the Act, people who work professionally with children must aim to work effectively with colleagues in their own organisations and with colleagues from other organisations; and all adults who have responsibility for children, professionally or otherwise, must ensure that they carry out their responsibilities wisely, sensitively, honestly and fairly.

Children, meanwhile, should be ready to seek advice whenever it is needed. Pupils are reminded that help can be sought from the following people:

- a Parent
 - a Brother or Sister
 - a Member of the Family outside the immediate family
 - a Family Friend
 - a School Friend or other Personal Friend
 - a Housemother
 - a Form Tutor, either the current Form Tutor or a former Form Tutor or any other Form Tutor
 - a Subject Teacher
 - a Housemistress
 - the Head of Prep
 - the School Nurse
 - the Head's Personal Assistant
 - the Receptionist
 - the Registrar
 - the Bursar
 - the Chaplain
 - the Deputy Heads
 - the Head
 - one of the School Medical Advisers at Hedena Health Centre 01865 227788
 - The school's independent listener:
Alice Duckworth 07879 491917
 - Childline www.childline.org 0800 1111
 - NSPCC help@nspcc.org.uk 0808 800 5000
 - Samaritans jo@samaritans.org 0845 790 9090
 - Oxford Local Authority Designated Officer for Child Protection
Jo Lloyd 01865 816382
 - Education Safeguarding Advisory Team at Oxfordshire Safeguarding Children Board:
01865 815843
- Out of hours emergency duty team: 0800 833 408

How do I make a complaint?

By talking about it or by writing it down, whichever you find the easier. You can make a complaint by yourself or as part of a group or through your parents.

To whom?

To anyone on the staff.

Does it matter what the issue is?

No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

What will happen next?

If possible, the member of staff will deal with the problem in person. If not, the member of staff will seek the help of a colleague (for example, a Form Tutor, the School Nurse, the Deputy Heads).

Do others have to know?

If you are worried about confidentiality, tell the staff: they will understand. Even if you find the issue hurtful or embarrassing, do not worry: the matter will only be discussed by staff who can help you, and you will be consulted and kept informed about any action to be taken.

If a matter remains unresolved, it should be referred to the Headmistress. If there is a serious problem with which you need help or about which you wish to make a formal complaint, you should report the matter to the Head.

A formal complaint may be made either verbally or in writing. The Head will see you in order to clarify and, where appropriate, discuss the complaint, and you may be accompanied, if you wish, by a member of staff of your choice, a parent or a fellow pupil. You will receive a response to the complaint within 28 working days. If you wish, an independent person (for example, a member of the Independent Schools' Inspectorate or the Commission for Social Care Inspection) can be involved in the consideration of your complaint.

You should bear in mind that there are people at School who are ready to listen: there are also outside independent sources of help available.

If, after you have followed the steps outlined above, the matter still remains unresolved, then it should be referred to the Chairman of Governors, c/o Rye St Antony, Pullen's Lane, Oxford OX3 0BY.