



Complaints Procedure for Boarders

Introduction

Boarders should always feel that they can take a problem or complaint to any adult charged with their care and receive a sympathetic hearing. Most difficulties can be sorted out in this informal manner. The following avenues of complaint are available:

- Speaking to the Head of Boarding, the Head of Academics, the Designated Safeguarding Lead, the Student Life Coordinator or Student Management Coordinator
- any other responsible adult privately
- Speaking to the Principal privately.

Making a Formal Complaint

- A student will not be penalised for making a complaint in good faith. We take complaints seriously and investigate them thoroughly.
- If any student feels the need to make a formal complaint about a matter which is causing him or her distress or a problem which cannot be resolved otherwise, the student may inform the Principal either verbally or in writing. The Principal will discuss the matter with the student as soon as possible or put the student in touch with an appropriate person outside the School.
- If a student feels the need or would prefer to talk to someone outside the School rather than to someone inside it, the student should talk to his or her parents or the independent listener, S. Glos social services or ChildLine. These agencies may be useful if the problem is one of welfare rather than to do with teaching or learning. These are their numbers or addresses:
 - Independent Listener: Revd. Sally Wheeler
 - South Gloucestershire Local Safeguarding Children Board whose telephone numbers are: during office hours) Tel: 01454 866000 and outside of School hours/weekends - between 5 pm and 9 am and weekends Tel: 01454 615165
 - The Children's Rights Director 0800 5280731 www.childrenscommissioner.gov.uk
 - ChildLine: 0800 1111
 - NCPCC Helpline on 0808 800 5000

Procedure When a Formal Complaint is Made

- The person to whom a serious complaint is made (usually the Principal or Head of Boarding) will keep a written record of that complaint and of its outcome. The Principal, or someone delegated by her to do so, will review these records regularly.
- A complaint made by a student will be resolved, either to the student's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within 72 hours wherever possible.
- There is a separate complaints procedure for day and boarding students' parents. A student's parents may wish to invoke the procedure available to them if they feel that the School has not dealt adequately with a complaint made by their child in accordance with the procedure described above.

Procedure When the Outcome of a Formal Complaint is Felt to be Unsatisfactory

If a student, or their parents, feel that the procedure detailed above has not dealt with the complaint satisfactorily, a letter setting out the unresolved complaint should be sent to Mr. S. Ayche, Executive Regional Director, Ashwicke Hall School.

Complaints relating to boarding provision

The School's written record of complaints identifies those complaints relating to boarding provision separately from complaints relating to School practice, and any action taken by the School as a result of those complaints.

There have been no formal complaints during the academic year, 2017-2018.

Signed:

Reviewed: November 2017

Next Review Date: November 2018

Amanda Woods

Ms. Amanda Woods (Principal)