



Pupil Complaints Procedure

It is the aim of Kirkstone House to provide pupils with a happy and friendly environment in which they can learn and develop as individuals. This is in keeping with the school's ethos and its desire to operate in the context of a family atmosphere. However, there will inevitably be times when pupils wish to make a complaint, either because something has happened to them or because they feel that they have been unfairly treated. This Pupil Complaints policy describes the proper procedure for making complaints.

An Informal Complaint

There may be times when a pupil wants to chat informally about an issue that is causing them concern and there are a variety of avenues for a pupil to chat informally. Pupils may wish to talk with a friend; a mentor; their Form Tutor or a teacher of their choice. The Head of Pastoral Care and the Headmistress are available to talk with pupils at lunchtimes. However, there may be times when pupils feel that their concern is serious enough to make a formal complaint.

Complaints about another pupil

If a pupil wishes to make a formal complaint about another pupil, he/she should speak to the Form Tutor in the first instance. The pupil may take a friend or another person of support in order to make the complaint. If the complaint involves bullying, then the school's Anti-bullying Policy will be followed.

The complaint may be able to be resolved by the Form Tutor, but if this is not possible it will be passed to the Senior Tutor and then the Headmistress. It is hoped that complaints and concerns will be resolved quickly and amicably. Complaints should be resolved within two days. Formal complaints will be recorded in writing as will the resolution of the complaint. This information will be stored on the files of all pupils concerned.

Pupils who make a complaint have the right to confidentiality (except in circumstances relating to Child Protection) and the means of resolving the complaint will be discussed and agreed with the pupil in advance of action being taken.

Complaints about a member of Staff

If a pupil wishes to make a formal complaint about a member of staff, he/she should speak to the Senior Tutor in the first instance. Alternatively a pupil may wish to talk about the matter with a teacher of their choice. The matter will then be referred to the Headmistress who will meet with the pupil concerned. The Headmistress will decide what action is to be taken and the pupil concerned will be informed. A written record of the investigation will be made.

The parents of the pupil who have made the complaint will be notified that a formal complaint has been made immediately and they will be kept informed of the investigation.

If the complaint shall warrant it, the Teacher with designated responsibility for Safeguarding and Child Protection will be involved and the LADO informed as necessary.

Staff employment rights will be observed at all times.



Complaints about the Headmistress

If a pupil wishes to make a complaint about the Headmistress, he/she should speak to a teacher of his/her choice or the Deputy Head. If a complaint has been made to a teacher, the teacher should inform the Deputy Head.

Except in cases relating to Child Protection, the pupil has the right to confidentiality, but if such confidentiality hampers any investigation, the pupil will be informed of this.

The Deputy Head will make a written record of the complaint and this will be forwarded to the proprietors of the school. The proprietors will then discuss the complaint with the Headmistress and other senior staff as required. Written records of the investigation will be made. The Proprietors of the school shall decide what action is to be taken following their investigation.

If a complaint shall warrant it, the member of staff with designated responsibility for Safeguarding and Child Protection will be informed and the LADO informed.

The parents of the pupil who has made the complaint will be notified immediately that a formal complaint has been made and will be kept informed of the investigation.

The Headmistress' employment rights must be observed at all times.

Links with other policies:

Safeguarding Policy

Signed:

Headmistress

Review Date: June 2019