

Pupil Complaints Procedure

WORRIES AND CONCERNS

This leaflet is for your use. Read it and keep it safely. It explains what you can do if you feel worried about something and what you may do if you wish to complain about how you are treated, or how you have been treated.

If you lose it and think there is something you need to complain about you can get another copy from the School Office, your Form Teacher or the Headmaster.

There are two things to remember:

- a) you may just wish to talk to someone about it, or
- b) you may wish to make a complaint.

Either way, this leaflet will assist you to decide what to do.

What to do if I just want to talk to someone?

Remember you have close friends who may be able to help, or an older child to whom you feel you can turn. The Form Teachers, teachers, tutors, Housemaster or matrons and the Headmaster, or any other members of staff are always ready to help. Just ask if you may have a word in private. We want to help you.

There may be a time when you feel that you cannot talk with a member of staff – this is perfectly natural. Talk, telephone, or write to any of the following:

- * Your parents
- * Dr. Mottram, the School doctor, (Surgery 0844 477 2437 or home 01935 812003)
- * An independent counsellor: Rev'd Collins (home 01935 813846) or Mrs Ayers-Harris (home: 01935 815309)
- * Childline (0800 1111)
- * Ofsted : (08456 404040)

What happens if I want to make a complaint about something?

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you are being treated. The first thing you should do is talk to the Headmaster, Head of Care, Housemaster, Housemistress, Form Teachers, Teachers, Matrons or any member of staff you trust.

If the matter cannot be easily settled to your satisfaction then you can make a formal complaint. You could do this by:

- 1 Writing or talking to the Headmaster, or your Tutor or Form Teacher, or telling one of them that you wish to make a formal complaint.
- 2 He, or she, will then write the complaint in the Complaints Book held by the School Secretary.
- 3 You will be told by the Head of Care that he has seen the complaint and that it will be dealt with within two school days of your making the complaint.
- 4 You will then be asked to talk the matter through with the Headmaster or Head of Care and you can have a friend with you. This friend may be another child or any member of staff. If, within two more days, you have not had the matter satisfactorily sorted out you may contact any of the people listed on

the previous page. YOU DO NOT HAVE TO INFORM STAFF OR ANYONE ELSE THAT YOU ARE COMPLAINING ABOUT THEM.

5 Whoever you contact will speak to you at the School, and again you can have a friend with you. You will be advised as to what course seems sensible and it will be up to you to make a decision, acting on his or her advice.

Things that might make you unhappy or upset:

- You feel that you have been treated unfairly by a member of staff.
- You feel that a punishment is unjust.
- A prefect, or senior, has treated you unkindly.
- You are being bullied.
- You feel that no one understands the difficulties that you are having with some of your work.
- Someone has hurt or abused you, or has made suggestions you think are not right.
- Someone is always teasing you.
- There is bad news from home.
- OR THERE MAY BE SOMETHING ELSE YOU THINK IS WRONG.

DO NOT BE AFRAID TO TELL SOMEONE

IT IS YOUR RIGHT TO BE TREATED PROPERLY

WE DO CARE AND WE WANT YOU TO BE HAPPY

You may also contact:

Children Services Directorate

North Dorset Local Office

Bath Road

Sturminster Newton

Dorset

DT0 1DR

Tel: 01258 472652

Fax: 01258 471228

Email: northdorsetsocialcare@dorsetcc.gov.uk