



ROEDEAN MOIRA HOUSE COMPLAINTS POLICY (PUPILS) 2018-19

This policy is for the whole school including the Early Years Foundation Stage (EYFS).

Roedean Moira House has an 'open door' policy in which we encourage any pupil to come and see any staff member about any issues that may be causing concern.

Pupils are aware that they can talk to their Form Tutors, Heads of Section, Pastoral Mentors, their House staff, the Nursing staff or a member of the Senior Team about any issue, as appropriate. They may also confide in any other member or the Roedean Moira House staff with whom they feel comfortable.

A range of forums are also in place to ensure that student voice is powerful in the school and that concerns are raised and addressed immediately.

Procedures

If a pupil finds that they have a complaint about any particular issue that they cannot seem to resolve in a satisfactory manner, the following procedure may be used:

- A complaints form (attached) may be collected from the Head of School. The pupil should complete the form giving details of a) the nature of the complaint and b) the measures already taken by the pupil to find a satisfactory response. The form should be signed and dated and returned to the Head of School.
- The Head of School will a) investigate the complaint and b) interview the pupil to obtain further details if necessary. c) A decision or possible choice of decisions will be suggested to the pupil, in keeping with the School's policies and procedures and maintaining the rights and duties of pupils.
- If the pupil is still not satisfied, the matter will be passed on to the Principal who will review the issue again with the pupil.
- The final decision will be recorded in the Complaints file and in the pupil's personal file. The pupil will be asked to sign the Complaint form to say that the matter has been investigated and discussed and that they have been informed of the final decision. This signature does not confirm that the pupil necessarily agrees with the final decision.

Outside Agencies

If a pupil wishes to express concerns about any aspect of our education service provision they may phone the Independent Schools Inspectorate on 020 7776 8849.



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Complaints Form (For use by students)

Name: _____ Form tutor: _____

Nature of Complaint (what is the problem?):

Who have you spoken to about this?

		NAME
Parent(s) / Guardian	YES/NO	
Friend(s)	YES/NO	
Pastoral Mentor	YES/NO	
Form teacher	YES/NO	
Head of Pastoral Care	YES/NO	
Head of Section	YES/NO	
Housemistress	YES/NO	
Head of Faculty	YES/NO	
Sister	YES/NO	
Head of School	YES/NO	
Principal	YES/NO	

Pupil's signature: _____

Date: ____/____/20____



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Head of School's Investigation

People (e.g. staff, students) spoken to:

Outcome:

Meeting with student to discuss the outcome and the decision / choice of decisions:

Referral to Principal (if the student is not satisfied with the outcome and decision):

Final Decision:

Pupil's signature: _____

Date: ____/____/20____

(The pupil's signature confirms that they have been informed of the final decision; this does not confirm that they necessarily agree with the final decision.)



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Related policies and documents

This policy should be read in conjunction with the following policies and documents:

- Employee Handbook
- Staff Handbook
- Code of Conduct for Employees
- Health Safety Handbook
- Boarding Staff Handbook
- National Minimum Standards for Boarding Schools
- ISI Handbook for the Inspection of Schools, Regulatory Requirements
- Teachers' Standards
- Departmental Handbook
- Complaints Policy (Parents)

POLICY REVIEWED BY SCHOOL: May 2018

POLICY REVIEWED BY SCHOOL COUNCIL: June 2017

NEXT REVIEW: June 2019