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## PUPIL CONCERNS AND COMPLAINTS POLICY

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This policy relates to all sections and activities of the school e.g. the Senior School, the Junior School (including EYFS), Wrap Around Care, Offsite Activities and School run Holiday Activities or Clubs.

Red House School welcomes suggestions and comments from pupils, and takes seriously concerns or complaints which may arise, as they can help us to improve the educational experience that we provide.

### **1 INTRODUCTION**

**1.1** At Red House School, we want everyone to feel part of a safe and happy community. From time to time, you may be worried or upset about something. This policy tells you about various people available to help you, so that you can choose someone you feel you can trust.

**1.2** The experience of pupils at Red House is that, no matter how bad the problem may seem to be, it is almost always a great help to talk about it

### **2 IS SOMETHING WORRYING YOU?**

**2.1** Here are some examples of the kinds of thing which can be worrying for young people:

- You are having difficulty with one or more of your school subjects.
- You think you may be ill and are too afraid or embarrassed to tell anyone.
- You feel depressed, or that life is not worth living.
- You or your friends are being bullied or treated unkindly by another pupil.
- You think that another pupil is not eating properly, or may be harming him/herself.
- You are worried, angry or hurt about something happening at home.
- You think that another pupil has done, or is about to do, something seriously wrong or dangerous.
- You are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex.
- You feel you are being treated unfairly simply because you are a girl/boy, or because of your colour or religion, or because you have a disability or learning difficulty, or because you may be lesbian or gay.
- You feel that a member of staff has treated you unfairly e.g. in a punishment given, or in favouring other pupils.
- You feel that you are not given enough privacy.

### **3 WHAT SHOULD YOU DO?**

**3.1** If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what's going on affects other people at school, or that you are unaware of all the different ways a problem can be tackled.

**3.2** There are a number of different people who will be very happy to talk to you and to help you try to find a solution to the problem. It may help to talk first with another pupil who is a trusted friend. However, sometimes you may also need the help and support of an adult or professional. Choose whoever you feel most comfortable and safe talking to.

**3.3** You might wish to talk to:

- Your class teacher (Junior School) or form tutor (Senior School).
- Your Key Stage Coordinator (Junior School) or your Head of Year (Years 6-8 and Years 9-11).
- The SENCo.
- A member of the Senior Management Team (SMT).
- Any other member of staff.
- A Staff Wellness Ambassador.
- The School Counsellor.

**3.4** If you have a concern or complaint about the School or a member of staff, speaking to one of these people is normally the quickest and most effective way to get to the heart of the problem and resolve it.

**3.5** If you feel unable to raise your concern with any of these people, others you can talk to are:

- Your parents or other relatives.
- The School Counsellor.
- A member of the Senior Prefect Team.
- An older pupil at the School.
- Children's Commissioner: 0800 528 0731.
- ChildLine: 0800 1111.

**3.6** If you prefer, you can write to any of the people mentioned, although this does sometimes slow things down.

**3.7** You can also contribute to Pupil Council and the Charities Committee in School.

#### **4 MAKING A FORMAL COMPLAINT**

**4.1** If you feel that you have not been able to sort out a concern or complaint on an informal basis you have the right to make a formal complaint. You may wish to involve your parents at this stage if you have not already done so.

**4.2** You should put your complaint in writing to either Mr Haywood, the Head of the Junior School (Nursery-Years 5) or Miss Thompson, Deputy Head and Head of the Senior School, setting out the complaint and what you want to be done about it.

**4.3** You will not get into trouble for making a complaint if you believe that you have a good reason for doing so.

**4.4** Mr Haywood or Miss Thompson may suggest a meeting with him/her or another senior member of staff to discuss the complaint.

**4.5** You may be accompanied to any meeting by a friend or another member of staff.

**4.6** In all cases, you will receive a written answer to your formal complaint explaining what has been decided about the complaint and any action that will be taken.

**4.7** Dr Ashcroft, the Head, will be informed of all written complaints from pupils.

**4.8** The Deputy Head and Head of the Senior School and the Head of the Junior School will keep a record of serious complaints from pupils and what happened to those complaints and will review this record from time to time.

**4.9** The records the School makes about your concerns may contain personal information about you. Please see the School's pupil privacy notice which is available on the website for more information about how the School will use your personal information.

#### **5 WHAT TO DO IF YOU DISAGREE WITH THE SCHOOL'S DECISION**

**5.1** You may wish to involve your parents if you have not already done so. Your parents may wish to make a complaint under the School's parental Complaints Policy, which is available on the School's website.

**5.2** The Independent Schools Inspectorate (ISI) is the body responsible for the inspection of the School. If you would like ISI to know about your concern, you can email [concerns@isi.net](mailto:concerns@isi.net) or telephone 020 7600 0100.

Reviewed by: Dr R Ashcroft and Miss C Thompson  
March 2024

Ratified by: The Management Committee of the Board of Governors  
March 2024