

Complaints Procedure

Introduction.

This procedure is designed for pupils to express and seek redress for treatment which they feel is unfair or unreasonable. It aims to balance the rights of pupils and the support they may need in exercising their rights with the rights of the School, Staff and other pupils. It proceeds by arbitration and reconciliation. It represents therefore a stage separate from formal written complaints attached to the School's disciplinary codes.

The procedure for your worries, concerns & complaints.

1. Every pupil at Aldenham School has the right to be treated fairly by his or her fellow pupils and by members of staff. Treatment by fellow pupils is governed by the School Rules and by the Aldenham School Anti-Bullying Code. The Aldenham School Complaints Procedure is designed to assist pupils who feel that they have been or are being unfairly or wrongly treated by the School, members of staff or other pupils.

What if I am unhappy about something?

2. Remember that you can approach any member of staff whom you feel you can trust. You can take another pupil or a member of staff with you if you wish. If you feel that you can approach directly the member of staff whose treatment of you you are unhappy about, you should go ahead and do this. Explain politely but clearly what has dissatisfied you. It may be that through discussion with the member of staff you will obtain an answer or reach an agreement which satisfies you. That is the best way to resolve most concerns.
3. If you do not wish to approach the member of staff directly, you can approach any other member of staff with whom you may discuss the matter and who may give you advice or act as an intermediary talking to the member of staff with whom you are disagreeing on your behalf. You can speak to your House tutor, your Housemaster/Mistress, any teacher of your choice or a non teaching member of staff such as Sister or the Counsellor.

Remember, you should always speak to your Housemaster/Mistress if you are unhappy or dissatisfied.

What can I do if I'm still not happy?

4. If you are not satisfied after these discussions or with what may happen as a result of these discussions, you are free to make a complaint.

And don't forget...

5. You may make a complaint according to the procedure below without contacting the person about whom you wish to make a complaint or another member of staff.

How do I make a complaint?

6. If you wish to make a complaint, you may do this either in writing or by speaking directly.

Whom do I complain to?

7. You should go and see or write to the Deputy Head, Mrs MacGinty, to the Senior Master Mr Pulman or to your Housemaster/Mistress.

What do I say?

8. You should say in your letter or in your conversation with Mrs MacGinty, Mr Pulman or your Housemaster/Mistress what has dissatisfied you. You may include any details you think are relevant. Mrs MacGinty, Mr Pulman or your Housemaster/Mistress may ask you or others to make something clearer. You do not *have* to tell Mrs MacGinty, Mr Pulman or your Housemaster/Mistress something if you don't want to

What happens then?

9. Mrs MacGinty, Mr Pulman or your Housemaster/Mistress will then follow up your complaint by speaking to the member of staff or members of staff over whose actions you are dissatisfied. All the details of what you have said will be carefully investigated.

How long will it take?

10. Mrs MacGinty, Mr Pulman or your Housemaster/Mistress will ask to see you within 2 working school days of when you make your complaint. Mrs MacGinty, Mr Pulman or your Housemaster/Mistress will tell you what action, if any, they intend to take as a result of your complaint.

What if I'm not happy with the outcome?

11. If you are not happy with what Mrs MacGinty, Mr Pulman or your Housemaster/Mistress says or with the outcome of your complaint you may ask them to investigate matters differently or again. Alternatively, you may wish to take your complaint to the Headmaster.

What if I'm not happy with what the Headmaster says?

12. If at this stage you are still unhappy with the result of your complaint you may telephone Mrs Debbie Love whose telephone number is situated by all House telephones. Mrs Love is called the 'Independent adult'. It is her function to listen carefully and discuss with any pupil who is unhappy about the outcome of a complaint. If she considers that you have not been fairly dealt with, she will speak to the Headmaster on your behalf.

What if I don't want to come on my own to complain?

13. At any stage of this complaints procedure, you are entitled to be accompanied by a member of staff or another pupil if you wish.

Will a member of staff I complain about know I've complained?

14. When you complain about a member of staff, you do not have to tell the member of staff that you have made a complaint about them. Tell Mrs MacGinty, Mr Pulman or your Housemaster/Mistress this but don't forget they may need to tell the person you're

complaining about in order to investigate things properly.

What will other people say if I decide to complain?

15. Every pupil at Aldenham School has the right to use this complaints procedure. As a pupil member of the School you will not in any way be criticised if you use the complaints procedure fairly and genuinely. It is your right to do so and your right to have your worries followed up.

What sort of things are we talking about in all this?

16. Here is a list of the sorts of things about which you may wish to complain. This list does not contain everything however, and you should feel free to bring other things to be considered.

- A sanction unfairly administered.
- A member of staff whose attitude towards you seems consistently unfair
- The way you have been treated by the School or by a member of staff
- The way you have been treated in an investigation which has had to be conducted in a disciplinary matter

Aldenham School
Senior School Complaints Procedure
(for parents and other carers).

(a) It is hoped that, at Aldenham School, the availability of staff and their readiness to listen to pupils will mean that pupils' unhappiness about an issue can quickly be discussed, explained and, if necessary, corrected. If a pupil remains dissatisfied with the answer (s)he receives, there is a complaints procedure for pupils to use. Details of this are available on a small laminated card made available to pupils annually. (In fact, this has very rarely been used.)

In the same way, a pupil's Housemaster or Housemistress is always happy to answer questions and follow up enquiries from parents or guardians. This person is the member of staff concerned with a pupil's academic and pastoral welfare. The Housemaster or Housemistress is best placed to discuss a parent's query or concern with Heads of Departments, other teachers or School staff in order to resolve the matter informally.

If a parent or guardian remains dissatisfied with the results of such an enquiry, they can ask the Housemaster or Housemistress to take the matter further. This will normally result in the matter being passed to a senior member of staff. This may be the Deputy Head, Director of Studies, Senior Master or Head of Sixth Form depending on the issue.

Parents may choose to contact senior members of staff directly, although in such cases, a matter may be firstly passed to another member of staff to comply with School procedures.

(b) If a parent feels an issue remains unresolved, they can ask for the matter to be remitted to the Headmaster (or Deputy Head if they have not previously been involved or if the Headmaster so decides).

In this case, parents must put their complaint in writing to the Headmaster including why they feel the matter continues to be unresolved.

The Headmaster may interview parents and will then initiate such investigations as are appropriate. Parents will be contacted within 7 working days*. This will be by letter or when parents are asked to come and see the Headmaster to discuss the results of the investigations, including the findings, the reasons for these and any action to be taken as a result.

The School continues to review this procedure in line with best practice and current legislation. Please contact the Headmaster's Secretary in case of query or for any further details.

*'Working days' excludes Saturdays, Sundays and public holidays. During school holidays, the absence of staff may mean these delays will be longer.

DEM
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