

# **GORDON'S SCHOOL**

## **COMPLAINT PROCEDURE FOR STUDENTS**

The core principle that guides everything we do is **Putting Students First**.

### **1. INTRODUCTION**

It is important that there should be clear procedures for any student to alert an appropriate adult to situations which are causing them distress. In many instances, this will be the student's parent. However, children in boarding schools do not have the same access to their families as day students. It is therefore important that there is an effective means by which all students' concerns or complaints can be heard.

Any complaints procedures, however, should not replace Gordon's normal daily mechanisms for dealing with minor problems.

### **2. CONTACT WITH PARENTS**

The natural reaction of most students is to turn to their parent when they have a complaint. Residential Boarders at Gordon's will see their parents or guardians at least once a month, i.e. at exets and half terms. In between they are able to contact home in total privacy.

Students, however, should be encouraged to discuss school problems with their Residential or Day House staff whenever possible. Staff are on the spot and should be able to help. Experienced Heads of Houses who run well managed houses are capable of dealing with most issues or complaints regarding students.

### **3. PROCEDURES**

#### Stage 1 (Informal)

Boarders should be made aware that there are a number of staff they can refer to where they have worries or complaints. The principal person will normally be the Head of House. However, boarders can also contact any number of adults whose names are published on House noticeboards. Most issues can be resolved at this early stage.

#### Stage 2 (Informal)

If an issue can't be successfully resolved at Stage 1, Day and Residential Boarders may complete a yellow complaint form found in all Houses and submit it to the Head of House, the Assistant Head (Pastoral), or the Deputy Head (Pastoral). This will be referred to the Deputy Head (Pastoral) immediately who will deal with the issue.

#### Stage 3 (Formal)

If the problem or complaint cannot be solved by the above informal process, students can take the issue to a formal stage as follows:

- The complaint should be put in writing to the Head Teacher
- The Head Teacher will send a note saying that the complaint will be dealt with within ten school days
- Where necessary, complaints may involve a person independent of the school.

In certain cases, boarders may feel that they wish to talk with a person completely outside the school. Details of the Independent Person are posted in all Houses.

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