



Complaints procedure for pupils

The School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if pupils do have a complaint, they can expect it to be taken seriously by the School and dealt with fairly.

It is hoped that most complaints and concerns will be resolved quickly and informally.

If pupils have a complaint they should normally speak to their Class Teacher/Tutor or their Housemaster. In many cases, the matter will be resolved straightaway. If the Class Teacher/Tutor or Housemaster cannot resolve the matter alone, it may be necessary for him/her to consult the Deputy Head or the Headmaster.

Complaints made directly to the Deputy Head/the Headmaster will usually be referred to the relevant Class Teacher/Tutor unless the Deputy Head/the Headmaster deems it appropriate for him/her to deal with the matter personally.

The Class Teacher/Tutor will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within one week (or other agreed period) or in the event that the Class Teacher/Tutor and the pupil fail to reach a satisfactory resolution then the pupil will be advised by the Headmaster of the procedure for parental complaints, which the pupil may follow with or without parental support.

In the event that the pupil should need to speak to someone who is not in the school, they may consider the following persons or organisations:

Susie Pull, our Nursery Area manager is one of our 'listening ears'. Children can contact her by emailing szp@glebehouseschool.co.uk or by calling 07721867963.

We also have an independent listening ear, who is completely independent from the school.

Independent Schools Inspectorate, CAP House, 9 - 12 Long Lane, London, EC1A 9HA. Tel 020 7600 0100

Children's Rights Director: 0800 528 0731 www.rights4me.org

Author	Governors & the Head Master
Policy initiated	Sept 2007
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References	