

Pupil Complaints Procedure



GLEBE HOUSE
SCHOOL & NURSERY
HUNSTANTON

This policy was updated in September 2025.

Review is due for the beginning of September 2026.

All changes from previous documents and sections have been highlighted yellow.

Contents

Change Log – for 2025/2026	2
1. Introduction	3
2. What Is a Complaint?	3
3. Who Can You Talk To?	3
♦ Pupil Voice Representatives	3
♦ Division VIII Prefect Body	3
4. What Happens When You Make a Complaint?	3
Step 1 – Informal Concern	3
Step 2 – Formal Complaint	3
Records	4
5. What If You Don't Want to Talk to Someone in School?	4
6. Safeguarding Concerns	4
7. Your Rights	4
8. Confidentiality	4
9. Monitoring and Review	4
10. Where Can You Find This Policy?	4
Remember	5

This policy initiated - *September 2025*
Policy written by - *Head*
Policy to be updated on a three year basis.
(Delete if not applicable) This policy is currently under review

Change Log – for 2025/2026

This policy has been redone for 2025/2026

Pupil Complaints Procedure

1. Introduction

At Glebe House School and Nursery, we are committed to ensuring that all pupils feel safe, valued, and respected. While we take pride in the quality of our teaching and pastoral care, we understand that sometimes pupils may feel worried, upset, or treated unfairly. When this happens, it is important that pupils know they can speak up and that their concerns will be taken seriously. This procedure explains how pupils can raise a concern or complaint, and what the school will do to help.

2. What Is a Complaint?

A complaint is when you feel:

- Something is wrong or upsetting
- You're being treated unfairly or unkindly
- You're being bullied or picked on
- You've asked for help, but nothing has changed
- You feel unsafe or ignored

Even if you're not sure it's a complaint, you're always welcome to talk to someone.

3. Who Can You Talk To?

There are lots of people at Glebe House School and Nursery you can talk to:

- Your Class Teacher or Tutor
- Your Housemaster or Housemistress
- Any other trusted member of staff
- Senior Leadership Team
- The School Listener
- The Designated Safeguarding Lead (DSL)

In addition to these adults, you can also share concerns through your peers in the following roles:

♦ Pupil Voice Representatives

Each class or year group has Pupil Voice representatives who attend regular meetings with staff. You can speak to them if you have a concern, suggestion, or worry you'd like raised. They will pass it on anonymously if you prefer, and ensure your voice is heard respectfully and constructively.

♦ Division VIII Prefect Body

Our Year 8 Prefects are trained to be approachable and supportive leaders within the school. You can talk to a Prefect if you're worried about something, and they will either help you directly or bring your concern to a trusted adult on your behalf. Prefects understand how to listen sensitively and know who to go to for help.

4. What Happens When You Make a Complaint?

Step 1 – Informal Concern

- Speak to your teacher, tutor, Housemaster, Pupil Voice rep, or Prefect.
- They will listen carefully and try to resolve your concern quickly and fairly.
- If the concern is more serious or can't be resolved straight away, they will speak to the SLT

Step 2 – Formal Complaint

If your concern isn't resolved within a week (or another agreed time), or you're still unhappy:

- The matter will be referred to the Head.

Pupil Complaints Procedure

- You (with or without parental support) may then follow the school's Parental Complaints Procedure, which outlines the next steps.

Records

All formal pupil complaints will be recorded, along with the date and any actions taken.

5. What If You Don't Want to Talk to Someone in School?

If you feel more comfortable speaking to someone outside school, these trusted contacts and services are available to help:

- Mrs Christine Earnshaw (School Listener): 01485 533367
- Childline: ☎ 0800 1111 | 🌐 www.childline.org.uk
- Independent Schools Inspectorate (ISI): 020 7600 0100 | www.isi.net
Children's Rights Director: 0800 528 0731 | www.rights4me.org

6. Safeguarding Concerns

If your complaint involves feeling unsafe, being hurt, or worrying about someone else being in danger, this is a safeguarding concern.

You can speak to:

- Designated Safeguarding Lead (DSL): Felicity Hancock
- Deputy DSL: Sally Maud

Glebe House School and Nursery will follow its Safeguarding and Child Protection Policy to protect you and others.

7. Your Rights

You have the right to:

- Be treated with respect
- Be listened to and taken seriously
Raise a concern without fear of getting into trouble
- Ask for help from an adult or peer
- Be supported by someone you trust (e.g., a parent, staff member, or Prefect)

8. Confidentiality

We will keep your complaint private unless we believe:

- You or someone else is at risk of harm
- It must be shared with the right people to keep everyone safe

9. Monitoring and Review

- Formal complaints from pupils are recorded by the school.
- The Senior Leadership Team and Governing Body review complaints to improve school practice and welfare.
- Feedback through Pupil Voice and Prefect bodies is regularly reviewed to detect patterns or problems.

10. Where Can You Find This Policy?

- This policy is explained in assemblies, Pupil Voice sessions, and PSHCE lessons.
- It is available in classrooms, boarding houses, the school website, and through your Pupil Voice or Prefect teams.

Pupil Complaints Procedure

Remember

- It's always okay to speak up.
You have the right to be safe, listened to, and helped.
- We are here for you.