

Blundell's Preparatory School

COMPLAINTS POLICY

Pupils

Under the Children Act 1989, all schools are required to have a clear procedure for helping pupils deal with personal problems that may arise. At Blundell's Preparatory School there are many different people available and willing to help with any worries and difficulties that you might experience during your time with us.

Health

If you are in any way worried about your health, seek the help of your Form Teacher or a member of Staff. All information given to the School will be treated in the strictest medical confidence. It may be that the School will phone parents, refer you to the Tiverton Hospital.

Day-to-day School

Your Form Teacher will probably be the first person you should see if you have a problem within school. However, all staff are close at hand and will be very willing to talk to you, including the Head Master. If you have concerns about food then your Form Teacher is the best person to see initially.

Work

Any problems with work should be discussed either with the teachers concerned, or with your Form Teacher. Form Teachers will then approach other staff on your behalf, as appropriate, if you find it difficult to do yourself.

Bullying

We hope this is rare at Blundell's Preparatory School but it can happen even in the best of schools. If you find it difficult to discuss with members of staff, or your parents, get together with some friends and bring the problem to the attention of others. The school has a separate anti-bullying policy, which is discussed with everybody. If the problem is serious and keeps happening, then you must try to find the courage to tell an adult, preferably your Form Teacher, or anybody else you feel you can talk to. Do not let bullying make your life a misery. They get away with it only if they are protected by other peoples' silence.

Other Personal Problems

If you have a problem (eg. with money, friends, or at home) your Form Teacher would be a good person to talk to. Alternatively, the Deputy Head, the Head of Pre-Prep and the Head Master would be willing to listen and help and be able to give useful advice. Alternatively, you could ask to see the Blundell's Chaplain who will listen to you in complete confidence. Do not bottle things up, if you do, the problems will only seem to get worse.

Formal Complaint

Any formal complaint relating to the running of the school should be addressed to the Head Master, either in writing or personally.

Childline

The 24-Hour Childline Service continues to be available on 0800 1111. All calls are free and confidential and trained counsellors will help any young person with any problem.

The Last Safety Net

If the problem is serious and you do not feel you can talk to anybody at school, or if you feel that the school has not dealt with your problem properly, you can always phone in confidence to speak to the Revd D Fletcher on 01884 257865; he is a sympathetic listener and will always do his best to help.

Staff

Academic staff have a direct line through Subject Leaders, the Key Stage 1 or 2 or Foundation Stage co-ordinators, the Head of Pre-Prep, the Deputy Head or, indeed, to the Head Master. These complaints may concern the specific behaviour of a pupil or pupils or could be related to unprofessional conduct by a colleague or colleagues. Once again, there is a duty for all matters to be fully investigated and recorded. Staff contracts include a grievance procedure and colleagues should remember that there is a Staff Governor Representative. Where a member of staff feels aggrieved with a Senior Leadership decision, they are encouraged to talk to any of the governors initially. Subsequently, there is a full grievance procedure included within the contract, which can be followed.

Parents

Complaints by parents about pupils or staff may come either verbally or in written form. Should the former be made as a statement then the member of Senior Leadership to whom a complaint is made is asked to record the exact nature of complaint, to refer to the correct level to be dealt with and to respond in due course with whatever solution may have been decided. In all cases, Governors have a right to set up a three-person committee to investigate the nature of any complaint and whether it has sound foundation. Such a meeting should be formally recorded. Equally, where the Head Master is dealing with a complaint of a disciplinary nature, (or indeed the Deputy Head), then he should have it witnessed and the figure against whom the complaint is being made should have the right to bring a friend.

Where parents wish to make a complaint about a member, or members, of the Governing Body they may go either to the Staff Representative or to the Chairman of the Blundell's Preparatory School Committee, the Vice-Chairman or, ultimately, to the Chairman of Governors.

Please refer to the Blundell's Preparatory School Complaints Procedures.

All complaints will be recorded in a special file in the Head Master's office. The date of complaint, name of complainant, and nature of complaint and actions taken should be recorded within such a file.

The mechanisms for all bursarial complaints are to function along similar grounds but the ultimate person to appeal to, (other than governors in a last resort), is the Bursar. As with school academic complaints, so any bursarial worries should be referred to a book kept in the Bursary.

Reviewed May 2011

Next Review May 2012

Blundell's Preparatory School

Complaints Form

1. Name of complainant	
2. Date of complaint	
3. Nature of complaint	
4. Name(s) of other persons involved	
5. Actions taken	
6. Person to whom complaint made	
7. Signature of complainant	

This form must be retained in the 'Complaints folder' in the Head Master's office.

Blundell's Preparatory School, Blundell's Road, Tiverton, Devon, EX16 4NA.
Telephone: (01884) 252393 Facsimile: (01884) 232333