

HEATHLAND SCHOOL COMPLAINTS PROCEDURE FOR STUDENTS

Policy reviewed – Sept 2020

Policy presented to Senior Leadership Team (SLT)
sept 2020

Due for review – Sept 2022

Introduction

If a pupil is unhappy about anything that occurs in School, then he/she may complain about this either to the relevant teacher or Form Tutor.

The complaint may be personal in nature or it may fall within the Whistleblowing category. This is when the concern relates to some form of malpractice at the School such as actual or suspected criminal offences, failure to comply with legal obligations, serious health and safety risks, damage to the environment, academic malpractice, financial and procedural irregularity, deliberate suppression or concealment of any of these. Students should be reassured that in raising any such concerns, their actions will be viewed positively and that they will be protected from victimisation.

Whatever the nature of the complaint it will be treated seriously and a response made.

If the response is not, in the view of the pupil, satisfactory, or if the complaint is a particularly serious one, then he/she should refer the matter to either the Head of primary or secondary (Pastoral & Discipline) or the Headteacher. This should be done in writing. The Head of Department (Pastoral & Discipline) or the Head teacher of school will aim to deal with the complaint within a week and will make a written response.

Stage 1 – Internal Resolution

Oral discussions, separately, with both the pupil and the person being complained against. These discussions will need to be followed by written accounts, which will be discussed with both the pupil and their Tutor. The preliminary decision of the Head of juniors/seniors (Pastoral & Discipline) / Headteacher will be given to the Form Teacher and discussed with the person complained against.

Stage 2 – Further Discussion

If further discussion is necessary a meeting of the pupil, the Form Teacher and the person complained against will be chaired by the Head of juniors/seniors (Pastoral & Discipline) /. Ultimately, the Principal (Pastoral & Discipline) or the headteacher will write to both the pupil and the person complained against, giving the decision.

Stage 3 – Independent Advisor

If the pupil is dissatisfied with this response then he/she may take the case to an independent person. The person appointed by the School to act in this independent capacity is the Independent Advisor Mr John Lewin. He can be contacted by calling the Admin Office on 01254 234284.

The Advisor will arrange a meeting with the pupil at which she will listen to the complaint. He will discuss with either the Directors, Headteacher or the Head of primary/secondary (Pastoral & Discipline), as appropriate, and provide a written response to the pupil and to the School. This response will either state that she supports the School's actions, or that she recommends that the School revisits the pupil's original complaint.

Contact Details

Complaints Procedure for Students

- Head of Department (Pastoral & Discipline), Heathland School, Tel: 01254 234284
- The Managing Director, Heathland School, Tel: 01254 234284
- The Independent Advisor, Admin Office, Tel: 01254 234284