

## BOARDING STUDENTS' COMPLAINTS POLICY

### 1 Procedure for student concerns & complaints

If you are a boarding student with a concern or complaint, there are many avenues available to you. In this policy, we will provide you with the information needed to assist you to express yourself. We understand there are times you will need additional support. You will already understand where to get that help, but you may need clarification to give you the confidence you need to seek it. We hope by having access to this policy, you will be able to have your concern or complaint resolved or minimised.

Please be aware this is the *Boarding Students' Complaint Policy*. If you are a parent who wishes to raise a concern or complaint, please refer to the School's *Complaints Procedure*. This covers whole School parental complaints, including Boarding and Early Years.

### 2 Worries & problem situations

There are many problems and situations which may upset you. For example, you may not be able to manage alone in the following situations:

- There are pressures or difficulties either at or from home
- You feel you are unable to cope owing to problems with School work or for social reasons (e.g. pressure or difficulties with friendships)
- You or your friends are being bullied e.g. unfriendly or incessant teasing, being physically pushed around or being excluded
- You receive upsetting e-mails or messages, or discover that rumours are being spread about you via social media
- You feel low, depressed or ill
- You feel that another student is not eating properly or may be harming themselves
- Someone has hurt your feelings, abused you or made suggestions you think are not right
- You feel that there are intrusions into your space or privacy
- You think you are being unfairly treated
- You feel you have been treated unreasonably by a member of staff

Everyone has worries, problems and difficulties from time to time. These may be major or minor and may affect either an individual or a group; they almost certainly cause anxiety. At New Hall School, matters can usually be resolved if you talk openly to the right person. You may or may not be able to sense who the right person is, but you should go to someone with whom you feel comfortable. You may wish to telephone home but, in the first instance, it may be better to talk to a friend or seek out one of your teachers. Your Head of Boarding, Assistant Head of Boarding, House Matron and Tutor are always here to assist you. They will always be prepared to listen. On the other hand, you may wish to speak directly to the Chaplain, the School Doctor, the School Counsellor, the Student Support Manager, the Designated Safeguarding Lead, your Head of Division or the Independent Person.

Some new problems are best dealt with by individual contact with one person, but others may need to be dealt with by several people. It is important to emphasise that you may choose the people with whom you would like to speak. Your choice may depend on the circumstances and your feelings at the time, and you do not have to tell anyone else what you are doing.

### 3 Making a formal complaint

If you feel that you have not been able to sort out a concern or complaint on an informal basis, you have the right to make a formal complaint. You may wish to involve your parents at this stage if you have not already done so.

You should put your complaint in writing to the Director of Boarding (s.carroll@newhallschool.co.uk). You will not get into trouble for making a complaint if you believe that you have a good reason for doing so.

The Director of Boarding may suggest a meeting with them, or another senior member of staff to discuss the complaint. You may be accompanied to any meeting by a friend or another member of staff. In all cases, you will receive a written answer to your formal complaint explaining what has been decided about the complaint and any action that will be taken.

The Principal will be informed of all written complaints from students.

The Director of Boarding will keep a record of serious complaints from students and what happened to those complaints and will review this record from time to time.

If not satisfied with the outcome of your complaint, your parents may wish to make a complaint under the School's *Complaints Procedure*, that is available on the School's website.

In addition, the Independent Schools Inspectorate (ISI) is the body responsible for the inspection of the School. If you would like ISI to know about your concern, you can email [concerns@isi.net](mailto:concerns@isi.net), telephone 020 7600 0100 or send a text message to 0783 457 8095.

### 4 Useful contacts

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|-----------------------------------------|------------------------------------|
| <b>Independent Person</b>               | Tel: 07398 214772                  |
| <b>Health &amp; Wellbeing Centre</b>    | Tel: 01245 467 588 ext 232/207/525 |
| <b>NHS</b>                              | Tel: 111                           |
| <b>ChildLine</b>                        | Tel: 0800 1111                     |
| <b>Essex Social Services Department</b> | Tel: 0345 603 7627                 |
| <b>NSPCC Child Protection Helpline</b>  | Tel: 0808 800 5000                 |
| <b>Children's Commissioner</b>          | Tel: 0800 528 0731                 |
| <b>ISI</b>                              | Tel: 020 7600 0100                 |
| <b>School Counsellor</b>                | Tel: 01245 467 588 ext 435         |
| <b>Chaplain</b>                         | Tel: 01245 467 588 ext 508         |