



# ABINGDON

## **PUPILS' COMPLAINTS PROCEDURE**

When problems and difficulties occur, it is usually helpful, and can be important, to discuss them with someone suitable; if the problems are such as to justify a complaint, there ought to be a clear procedure which anyone can use when they feel the need to do so. The following guidelines are intended for use by boys in the School. Information about the Complaints Procedure for boarders and parents is given in the policies section of the School website.

### **How to raise a problem or make a complaint**

- By talking about it or by writing it down if that is easier
- You can do it by yourself, or as part of a group, or through your parents
- Use the Whistleblower option on the School Study Site

### **To whom should the complaint be directed?**

- To anyone on the staff. Housemasters and tutors are specially responsible for listening to those for whom they are responsible; other people with special roles in this connection could be the Chaplain, the School Doctor, the School Nurse, House Matrons (for boarders), the Upper Master or Middle Master, and the Head.
- Don't forget that there is a School Counsellor, whom you can consult privately by appointment.

### **Does it matter what the issue is?**

- It can be a big problem, or a small one, something which concerns the School as a whole or just you personally.

### **What will happen next?**

- If possible, the staff member whom you approach will deal with it in person.
- If it is necessary to go further, you can ask for the matter to be referred to someone more senior - or you can do this yourself.
- Senior people who can be approached include the Second Master, or the Head.
- The senior member of staff will attend to your complaint within two days of receiving it.

### **Do others have to know?**

- Even if you find the issue hurtful or embarrassing, don't worry - it will only be discussed by staff who can help you.

### **Is it possible to find outside help?**

- Ofsted is responsible for the welfare of pupils at Abingdon School and is available if required - telephone number 08456 404040 or e-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).
- You can also telephone the national organisation Childline, 0800 1111.

*Second Master – August 2011*