



Kimbolton School  
Cambridgeshire

# PUPIL CONCERNS POLICY

<b>Policy owner:</b> This policy is the responsibility of the Senior Deputy Head.
<b>SLT Policy</b>
<b>Policy Summary Statement:</b> This policy outlines what pupils should do if they are unhappy with any aspect of school life and how to make a complaint.



## Pupil Concerns Policy

The pastoral system at Kimbolton School is able to deal effectively with most matters of concern, and pupils can consult and talk with a wide range of adults. Housemasters/Housemistresses, Tutors, Health Centre Nurses, Chaplain, members of the Senior Leadership Team and all other staff are always available to listen to the pupils and to assist them in sharing and alleviating their problems and concerns. Pupils should also feel able to talk to the Gown Prefects, Ingrams Prefects or other senior pupils.

If a pupil feels that the adults already consulted (as above) have not resolved their issue, then they can make a formal complaint.

In such circumstances the following procedure should be adopted:

1. The pupil must talk to his/her Housemaster/Housemistress (or a senior member of staff with whom they feel comfortable) outlining his/her concern.
2. The Housemaster/Housemistress will take a statement from the pupil and ask them to sign it.
3. The concern will be registered with the Senior Deputy Head, who will discuss the matter with the pupil within a period of 72 hours (during term time). The Senior Deputy Head will investigate fully the nature of the concern, talking where necessary with others relevant to the situation and taking appropriate statements. This may take some time, but the pupil will be kept informed.
4. Following the investigation, the Senior Deputy Head will inform the pupil of the outcome of his investigations and explain any necessary action that will be taken.
5. If at any stage the pupil is dissatisfied with the procedures, they may refer directly to the Headmaster.
6. In most cases, parents will be informed as and when necessary.

If it is felt more appropriate to talk to someone not so closely involved with the School, the School Counsellors are available, in confidence, to all pupils. In addition, the Childline number (0800 1111) is displayed in a number of locations around the School.