

## **Bowden House School**

### **Complaints Policy & Procedure (students)**

This Policy and procedures apply to all complaints received from students.

Under Section 29 of the Education Act 2006, Governing Bodies of maintained schools are required to ensure that they 'establish and publicise procedures for dealing with all complaints relating to the school or to the provision of facilities or services.....for the benefit of the students at the school....'.

Standard 18 of the National Minimum Standards 2015, states that '**the school has and follows, an appropriate Policy on responding to complaints that is compliant with the relevant regulatory requirements**' as stated above.

Bowden House School has an open and transparent procedure to enable students to make complaints in respect of their education and care; against another student, member of staff or someone visiting the school. It is hoped that most complaints can be resolved amicably but a written record made of the complaint and the outcome with all relevant individuals, i.e. parents/carers, Social Workers, etc., informed.

**If the complaint is a Child Protection matter, staff should follow the procedures detailed in the school's policy on the Safeguarding & Protection of Children.**

When a student makes a complaint, this should always be treated seriously. It is not acceptable for complaints to be given low priority on the basis that the staff do not consider the complaint to be important or unjustified. The student's parents/carers and/or Social Worker (if appropriate) should always be informed of any complaint received and the outcome or response given to the student. This should always be recorded in writing and a copy placed on the student's file.

Formal complaints can be made in writing or made verbally to any member of staff and then passed to the Heads of Care or Deputy Head informing the Headteacher of any formal complaint made. If the student wishes to make a written complaint, support will be given to help him write the complaint, if needed.

- the complaint will be recorded in the Complaints Book held in the Student & Family Co-ordinator's Office
- the Heads of Care or the Deputy Head will acknowledge the complaint within 72 hours of receiving the complaint
- arrangements will be made for the student to discuss the issue which lead to the complaint with either the Heads of Care or the Deputy Head (or a member of staff of the student's choice if the complaint is against the Heads of Care or the Deputy Head). The student can be accompanied by another student or a member of staff to provide support. A response should be made following this meeting
- if, within a further 72 hour period, the matter remains unresolved or the student is unhappy with the response, they will be advised to speak directly

to another member of the Senior Leadership Team who should ensure that the matter is fully investigated. Students can also contact the following:

- their parents/carers/Social Worker
- the Chair of Governors – in school every week
- Childline 0800 1111
- Ofsted 0300 123 1231
- Children’s Commissioner England 020 7783 8330

The Statement of Purpose; the Consultation with Students Policy and the Student Handbook ensures that students are aware of their right to complain and how their complaints will be dealt with.

Both documents detail the opportunities given to students to meet with their Keyworkers and other staff members on a regular basis to discuss any aspect of school life or whether they wish to share concerns relating to external matters. Every effort is made by the staff in the school to create a safe and trusting relationship with the students so that any concerns can be addressed swiftly and that issues are resolved informally or students supported through the formal procedures stated in his Policy.

Summer Term 2015  
Summer Term 2017

## Bowden House School–Complaints from Students

10.

Please fill in every section on this page. Delete where appropriate

Student's name: ..... Date .....

Complaint No ..... Verbal or written complaint .....

Reported to:

- |  |        |            |
|--|--------|------------|
| • Keyworker/Academic Tutor   | yes/no | date ..... |
| • Heads of Care  | yes/no | date.....  |
| • Deputy Head  | yes/no | date.....  |
| • Headteacher  | yes/no | date.....  |
| • Parents/Carers/Social Worker   | yes/no | date.....  |
| • Teaching Team/Childcare Team/Student & Family<br>Co-ordinator/Office | yes/no | date.....  |
| • Housekeeper/Domestic Team  | yes/no | date.....  |

Brief details of complaint

Signed by:

date:

Date of written acknowledgement (must be within 72 hours) .....

Details of action(s) to be taken:

Signed by:

date:

Was the Complaint substantiated? yes/no/in part

Outcome:

Signed by:

date:

Student's comments

Signed by:

date:

Copy of response on Student's File

yes/no

Signed by:

date

School: Bowden House

Policy: Complaints from Students

Agreed: Summer Term 2014

Up-dated/agreed: NMS up-date – July 2015

Up-dated: Summer Term 2017

Responsibility: Governing Body

Review Date: Summer Term 2020

Signed by:

\_\_\_\_\_  
Chair of Governors

Date:

\_\_\_\_\_