

COMPLAINTS PROCEDURE FOR PUPILS

1. Pupils should always feel that they can take a problem or complaint to any adult charged with their care and receive a sympathetic hearing. Most difficulties can be sorted out in this informal manner.

However, if any pupil feels the need to make a **formal complaint** about a matter which is causing him or her distress or a problem which cannot be resolved otherwise, he or she may inform the Principal or Deputy Principal either verbally or in writing. The Principal or the Deputy Principal will discuss the matter with him or her as soon as possible or possibly put him or her in touch with an appropriate person outside the school.

If a pupil feels that he needs or prefers to talk to someone outside the school rather than to someone inside it, he should talk to his parents or to the Department for Community Development in the Ministry of Culture, Youth and Sports. This agency may be useful if the problem is one of welfare rather than to do with teaching or learning. Here is the telephone number :

141
(office hours only)

In an emergency outside of office hours, phone the Police on

993

and ask for the Police Child Protection Unit.

2. The person to whom a serious complaint is made (usually a Housemaster/Housemistress, the Deputy Principal or the Principal) will keep a written record of that complaint and of its outcome. The Principal, or someone delegated by him to do so, will review these records regularly.

3. A complaint made by a pupil will be resolved, either to the pupil's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of pupils, within 72 hours wherever possible.

4. A pupil will not be penalised for making a complaint in good faith. However, because we take complaints seriously and investigate them thoroughly, all pupils, particularly those in the Upper School and the Sixth Form, should be clear that they have proper grounds for a complaint before making it.

5. There is a separate complaints procedure for pupils' parents. A pupil's parents may wish to invoke the procedure available to them if they feel that the school has not dealt adequately with a complaint made by their child in accordance with the procedure described above.

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