



# BROCKHURST & MARLSTON HOUSE SCHOOLS

Including all of the Pre-Prep Department and Early Years  
Foundation Stage



## PUPIL COMPLAINTS PROCEDURE POLICY

**Brockhurst & Marlston House Schools (the School) is committed to providing the best possible care and education to its pupils, and to safeguarding and promoting the welfare of children and young people. This policy is written with that commitment in mind, and in accordance with KCSIE 2024.**

**Reviewed: September 2024**

**Next Review: September 2026**

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 pupils in the School. (Information about the Complaints Procedure for 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

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

- To anyone on the staff, whichever adult they feel comfortable with.
- If the issue is one of safeguarding – if you feel someone is abusing you, making you feel uncomfortable, touching you or anything else that makes you uncomfortable – the Designated Safeguarding Lead (DSL) is Mr Raeburn Ward and the Deputy Designated Safeguarding Lead (Deputy DSL) is Mrs Harper. They will always make time to listen to you, however big or small you feel the problem is, and they will be happy to listen to you, whatever time it is.
- Form Tutors, House Parents and the School Nurse are also good people to go to and are particularly responsible for listening to those in their tutor group or when boarding;

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

- No. 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, either you or the member of staff can ask for the matter to be referred to someone more senior. If the complaint is one of a safeguarding nature, the member of staff will go straight to the DSL, Mr. Raeburn Ward.

- Senior people who can be approached include Mr Fleming (the Headmaster), Mrs Raeburn-Ward (Head of Marlston House) and Mr Raeburn-Ward (Head of Brockhurst and DSL).
- If the complaint goes to the Heads and you still do not feel that it has been dealt with appropriately, then you will have to involve your parents. Your parents may then use the Parental Complaints Policy. You can also seek help outside the School (see below).

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

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

### **Resolving complaints**

At each stage in the procedure the school will want to keep in mind ways in which a complaint can be resolved. It might be enough to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review school policies in light of the complaint. It would be useful if you think about what actions might resolve the problem at any stage. At each point staff will try to find areas of agreement between you and the person against whom you are complaining. It is also important to clear up any misunderstandings that might have occurred as this can create a positive atmosphere in which to discuss issues.

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

- We also have an independent listener who is happy to listen to any concerns. Pupils may contact Mrs Park about personal problems or concerns at school (please see the **Wellbeing Charter** in your form room or noticeboards around school).

Also on the **Wellbeing Charter** are contact details for:

- The Children's Commissioner. To contact her ring Freephone 0800 528 0731 and see [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)
- You can also telephone the national organisation ChildLine, 08001111 (dial 9 first from the school phones)
- Or the NSPCC helpline on 0808 800 5000 (dial 9 first from the school phones), Text 88858 or email [help@nspcc.org.uk](mailto:help@nspcc.org.uk).

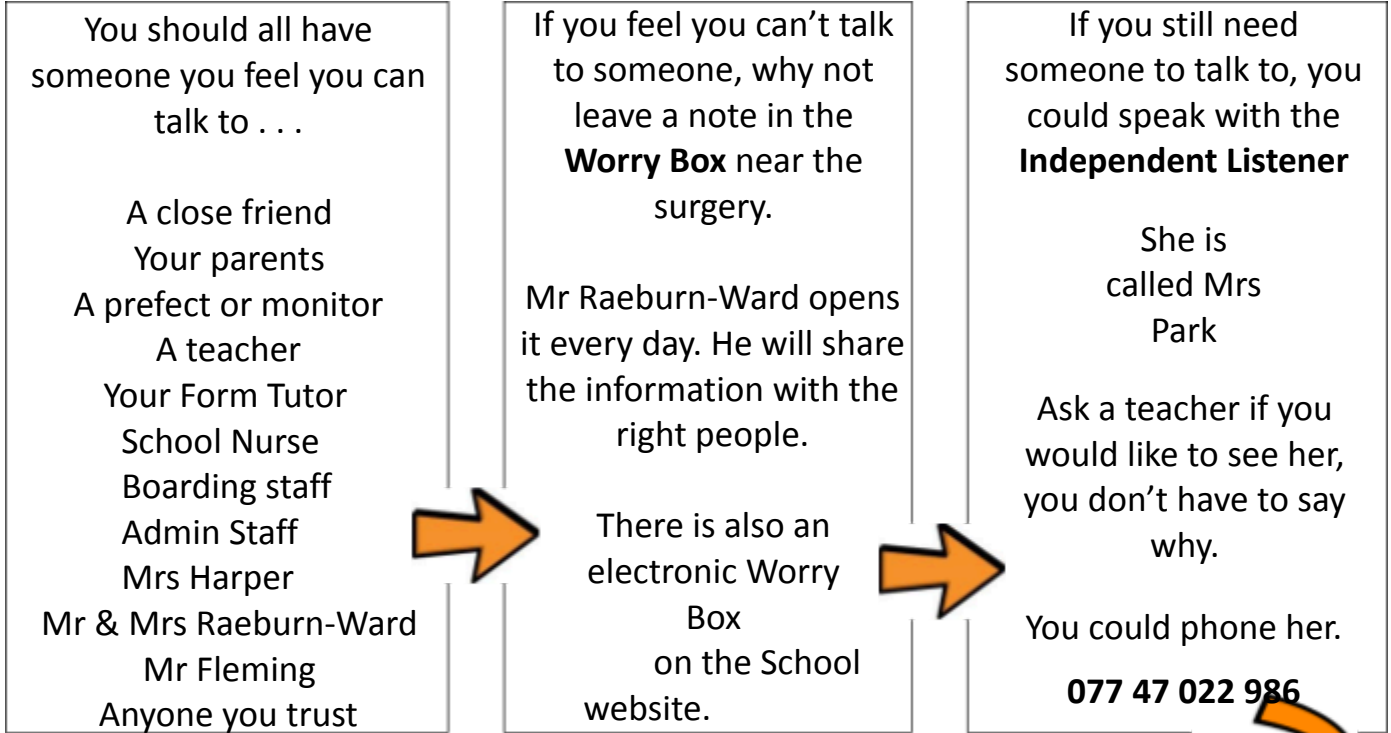
You can also contact:

- ISI, which is responsible for monitoring welfare within the school, and inspects the school regularly. If you have any concerns then contact ISI on [concerns@isi.net](mailto:concerns@isi.net) or 020 7710 9900 and they will advise.

# Wellbeing Charter

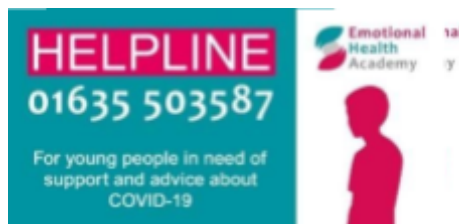
At Brockhurst and Marlston House we want **everyone** to feel **safe** and **secure**, but sometimes we can feel **unhappy** or **worried** or **think we have been treated unfairly**.

If that is how you feel or think someone else is upset, here is what to:



(remember to dial 9 first)

You can also phone:



or the Children's Commissioner on 020 7783 8330



**Remember**

Don't be afraid to speak out or ask for help.

Look out for others who may also need some help.