



# King's College

## TAUNTON

### **Pupils Complaints Policy**

#### **Responsibility**

**Individual:** Head of Boarding and  
Designated Safeguarding Lead

#### **Review**

**Last review date:** September 2023

**Next review date:** September 2024

## 1. Introduction

Pupils should feel able to raise genuine concern without fear of reprisals or lack of understanding. Where parents have a major complaint, it is usually better to see them face-to-face, rather than by letter or e-mail.

The School's Formal Complaints Policy is available on the School's website.

## 2. How do I make a complaint?

By talking to any of the people listed below – or by writing it down if this is easier and post it into the House suggestions box where applicable.

- Houseparent and any member of the House Staff (Deputy Houseparent, Matrons/House Supervisor, Boarding Duty staff)
- Your Tutor
- The Deputy Head Pastoral (the School's Safeguarding Lead)
- The Deputy Head Academic/Co-Curricular (Deputy Designated Safeguarding Lead)
- The Head of Boarding (Deputy Designated Safeguarding Lead)
- The Chaplain
- Health Centre staff
- The school counsellor
- Any member of the teaching staff
- Our Independent Listener (Rev Rosie Amess – [rosieamess@gmail.com](mailto:rosieamess@gmail.com))
- The school's nominated Child Protection Council Member (Mrs Charis Cavaghan-Pack) – 07771 908514
- Somerset Direct Children's Social Care – **0300 123 2224**
- The Police – 101 (unless an emergency when you should dial 999)
- Child Line – FREEPHONE 0800 1111
- Victim Support line – 0808 168 9111
- Samaritans – 116 123
- Children's Commissioner (Rachel de Souza) – **0800 528 0731**  
[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

A pupil can make a complaint INDIVIDUALLY, or as part of a GROUP, or through their parents.

**Act! Don't delay. Always raise your concern at an early stage  
– delay often makes problems worse.**

## 3. Does it matter what the issue is?

No. It can be a big problem or a small one. By discussing it, positive ways can be found to deal with the problem.

## 4. What will happen next?

If possible, the adult who receives the complaint will deal with it in person. If not, he or she will go to someone who can help.

## 5. Do others have to know?

If a pupil is worried about confidentiality, every attempt will be made to handle it sensitively.

It is important that every pupil understands that **CONFIDENTIALITY CANNOT BE PERMITTED** by staff in line with the school's safeguarding policy.

The information would only be shared with those who absolutely need to know in order to keep the pupil safe.