



King's College

TAUNTON

Pupils Complaints Policy

Policy Date: September 2024

Responsibility

Individual: Head of Boarding and
Designated Safeguarding Lead

Review Cycle: (Annual)

Next scheduled review: September 2025

Last review: 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 (Deputy Designated Safeguarding Lead)
- The Head of Boarding (Deputy Designated Safeguarding Lead)
- The Head of PSHE (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)
- 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.go.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.