

Complaints Procedure (Pupils)

All houses have a complaints procedure displayed prominently. The procedure for pupils is as follows:

“If you wish to make a complaint you are encouraged to see your Houseparent, Deputy Houseparent or Tutor in the first instance. If you feel that your complaint has not been addressed, or if you feel that the matter cannot be resolved you can see the Deputy Head or the Designated Senior Person. Alternatively you have the right to contact the Independent Listener, Miss M Welch, (07908 503 828).”

If a pupil needs advice or wants to talk over a problem, they have ready access to a number of adults: the Houseparent, his/her deputy, and the house tutors. The pupil may also consult in confidence the School Doctor, the Designated Senior Person or the Deputy Head. In practice, pupils can go at almost any time to talk to any of the staff resident at the Rossall. These staff are also available for consultation by parents if they are concerned about the welfare of their child. There is a Designated Independent Listener, Miss M Welch, details are displayed on the notice board in the Archway. In addition the telephone numbers for Childline or the NSPCC are displayed in a prominent place.

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