



Halliford
School
SHEPPERTON

Student Concern and Complaints Policy

October 2020

Contents

Mission Statement	2
Introduction	2
Defining key terms	2
A concern	2
A complaint	2
Is something worrying you?	3
Informal Procedure	4
Formal Complaints Procedure	5
Review Panel	5
Parent Complaints Procedure	6
Appendix A – Where to look for help poster	7

Mission Statement

Halliford is a school based on strong family values where we know and respect every student as an individual. We encourage and support Hallifordians to flourish and become the best version of themselves that they can possibly be.

We aim for excellence by being academically ambitious but at the same time academically sensitive.

We inspire Hallifordians within a community that is founded on high quality teaching and learning, outstanding pastoral care and first class sporting, cultural and extra-curricular opportunities.

Introduction

If students have concerns, they are encouraged to speak to someone at the school without delay. Halliford School welcomes suggestions and comments from students and it takes seriously any complaints raised by students.

This Concerns and Complaints Procedure explains how to express a concern or complaint and how concerns and complaints will be addressed.

We wish to ensure that:

- students wishing to make a complaint know how to do so;
- we respond to complaints within a reasonable timeframe and in a courteous and efficient way;
- students know that we will always listen and take complaints seriously;
- we take action where it is deemed appropriate to do so.

Defining key terms

A concern is understood to be an expression of worry or doubt over an issue considered to be important for which reassurances are sought.

A complaint is understood to be an expression of dissatisfaction however made, about actions taken or a lack of action.

Is something worrying you?

Here are some examples of the kinds of things which can be worrying for young people:

- you are having difficulty with one or more of your school subjects
- you think you may be ill and are too afraid or embarrassed to tell anyone
- you feel very depressed, or that life is not worth living
- you or your friends are being bullied or treated unkindly by another student
- you think that another student is not eating properly, or may be harming him / herself
- you are worried, angry or hurt about something happening at home
- you think that another student has done, or is about to do, something seriously wrong or dangerous
- you are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex
- you feel you are being treated unfairly simply because you are a boy or simply because you are a girl, or because of your colour or religion, or because you have a disability or learning difficulty, or because you may be lesbian or gay
- you feel that a member of staff has treated you unfairly e.g. in a punishment given, or in favouring other students
- you feel you are not given enough privacy.

If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what's going on affects other people at school, or that you are unaware of all the different ways a problem can be tackled.

The information and procedures below may be useful.

Informal Procedure

This procedure offers a way for students to resolve concerns and complaints informally and, hopefully, quickly by discussing a concern or complaint with an appropriate person at school, usually a member of staff, and, through such discussion and any resultant outcome, being reassured that the matter has been, or is being, satisfactorily dealt with and need not be taken further.

In many instances a concern or complaint may be articulated during conversation with friends or others whom the complainant already trusts and with whom he or she is happy to discuss the complaint.

However, sometimes students may also need the help and support of an adult or professional. Students should choose whoever they feel most comfortable and safe talking to.

In the first instance, it is recommended that a student gets in touch with one or more of the following: their parents, their form tutor, a senior student, a prefect, any member of staff, their Head of House, Matron, the Head of Sixth Form, one of the Deputy Heads or the Headmaster.

In addition, there is a list of people and organisations students may wish to turn to for help about a variety of matters and details are displayed on the 'Where to look for help' posters around the school. A copy of this poster can be found at Appendix A within this policy.

It may be that, through discussion with this individual, matters can be resolved quickly, informally and with the minimum of fuss, and that the complainant feels that there is no need to take things further.

If, however, matters appear not to have been satisfactorily resolved through informal consultation, or if the issue is not suitable for informal resolution, it is appropriate to consider making a formal complaint, the procedure for which is explained below.

Formal Complaints Procedure

This procedure is designed to enable students formally to express a complaint in writing and to receive a formal response, within a reasonable and clear time scale, from the school.

If the student is dissatisfied with the results of the Informal Procedure, or feels that informal discussion is inappropriate to their situation, then they may hand a formal written complaint to their form tutor, their Head of House, Matron, the Head of Sixth Form, one of the Deputy Heads or the Headmaster.

Such a complaint will receive a written reply within 48 hours of having been received within term-time explaining what is going to be done about the complaint. The student may be asked to speak to a senior member of staff about his / her complaint. He / she may be accompanied by a friend or another member of staff.

The Senior Deputy Head and the Headmaster will be informed of all formal complaints from students.

Review Panel

If the student is dissatisfied with the outcome or the Senior Deputy Head deems it necessary, the complaint may be referred to the Internal Review Panel to hear the case. This Panel will consist of the Senior Deputy Head / Head of Sixth Form, and a Governor. If the Review Panel asks to hear the case, the procedure for doing so, which will be clear and simple, will be explained carefully and supportively and the complainant will be welcome, at any stage, to be accompanied by a friend.

In the case of a formal written complaint having been referred to the Internal Review Panel, a response will be communicated by the Panel to the complainant within 5 working days within term time of the referral of the written complaint to the Panel.

If the student is not satisfied with the results of either of the above procedures, or if he or she feels that to approach a current member of staff or the Internal Review Panel would be inappropriate to his or her concern, then the school suggests he or she contacts the 'Children's Commissioner' who can also be contacted on the Freephone number 0800 528 0731 or by email on advice.team@childrenscommissioner.gsi.gov.uk (see www.childrenscommissioner.gov.uk).

Alternatively he/she may contact Child Line on 0800 1111.

The Senior Deputy Head will keep a record of serious complaints from students and what happened to those complaints and will review them from time to time.

Parent Complaints Procedure

If a student does not feel that the school has dealt with his / her complaint, he / she should involve his / her parents who may wish to make a complaint under the school's Parent Complaints Procedure, a copy of which may be found on the School's Website.

Appendix A – Where to look for help poster



**Halliford
School**
SHEPPERTON

Where to look for help

You will often seek and receive help from your parents or guardian, your Tutor, Head of Year / Head of House, Senior Deputy Head, Headmaster, Matron. Your friends or senior pupils in your House may also be able to help. If you wish to see the Headmaster, you can do so at any time by going to his office in the main house or when you see him in School. You may, of course, wish to speak to any member of staff whom you feel you can trust. The person with responsibility for your welfare is the Senior Deputy Head and Designated Safeguarding Lead – his door is always open.

In School

Senior Deputy Head and DSL – Mr J Bown	deputyheadpastoral@hallifordschool.co.uk
Deputy Head Academic – Mr R Fulford	deputyheadacademic@halliford.co.uk
Assistant Head and DDSL Co-Curricular - Mr S Slocock	assistantheadcc@hallifordschool.co.uk
Anti-bullying e-mail support	ab-man@hallifordschool.co.uk
Desborough House – Mr V Harden-Chaters chatters@hallifordschool.co.uk	vincent,harden-
Greville House – Mr D Howard	darren.howard@hallifordschool.co.uk
Russell House and DDSL – Mr M Shales	matthew.shales@hallifordschool.co.uk
Wadham House – Miss J Butler-Smith	jackie.butler-smith@hallifordschool.co.uk
Head of Year 7 – Miss H Foster	helen.foster@hallifordschool.co.uk
Head of Sixth Form – Mr J MacLean	headofsixthform@hallifordschool.co.uk
Matron – Mrs M Hammond and C Marismari	matron@hallifordschool.co.uk
Headmaster and DDSL – Mr J Davies	headmaster@hallifordschool.co.uk

Outside School

Children's Commissioner Tel: 020 7783 8330

E-mail : info.request@childrenscommissioner.gsi.gov.uk

Independent Schools Inspectorate Tel: 020 7600 0110

E-mail: concerns@isi.net

Surrey Multi-Agency Safeguarding Hub (C-Spa) Tel: 0300 470 9100

E-mail: cspa@surreycc.gov.uk

Childline Tel: 0800 1111
Samaritans Tel: 08457 909090
NSPCC Tel: 0800 800500

Useful Websites

www.nspcc.org.uk	www.childline.org.uk	www.childnet.com
www.bigwhitewall.com	www.youngminds.org.uk	www.mind.org.uk
www.crucial-crew.org	www.thinkuknow.co.uk	
www.teenissues.co.uk		
www.internetmatters.org	www.net-aware.org.uk	www.anti-bullyingalliance.org.uk
www.saferinternet.org.uk	www.bbc.co.uk/webwise/topics/safety-and-privacy	
www.childrensociety.org.uk/mental-health-advice-for-children-and-young-people		