

# Student Concerns & Complaints

## Procedures

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The College values and listens to our students' complaints. We strive to make sure any complaints are addressed as soon as possible. We aim to make our school a place where you feel happy and safe. These procedures have been written so that you know what to do if you have a concern or complaint, who you can talk to and what will happen once you have raised a concern or complaint. It is important to know that you won't get in trouble if you raise a concern or complaint, and your concern or complaint will be taken seriously.

### What is a concern?

A "concern" can be any of the following:

- an expression of worry or doubt over an issue of importance for which reassurance and/or clarification is sought
- an issue of interest which is raised informally in order to improve or change the situation
- something you are worried about, or nervous about, which can be resolved at the time the concern is raised.

### What is a complaint?

A "complaint" can be any of the following:

- a serious concern about something or someone that is affecting your safety or your learning
- an expression of dissatisfaction with an action taken, decision made, or service provided, or the failure to provide a service, take action or make a decision
- a statement about something that is wrong or that you are dissatisfied with which requires a formal response.

### Things to think about when raising a concern or complaint

- Is my concern or complaint about something which affects the whole school, a group of students, an individual?
- Could the issue be solved by having a conversation with the people / person involved?
- If having a conversation is unsuccessful or inappropriate, we ask that the concern or complaint is raised as soon as possible so the issue can be properly investigated.

### What will happen when I raise a concern or complaint?

- Your concern or complaint will be taken seriously.
- The College will follow the concern and complaints procedure (below) and make sure you are kept informed of the investigation.
- Any concern or complaint raised will be confidential unless it relates to harming yourself or other people or any matter that is criminal in nature. School staff may be obliged to share information with others (for example, the police or DFFH) depending on the nature of the concern or complaint.
- The staff member investigating your concern or complaint will discuss with you if other people need to be informed to progress the investigation.
- You will be offered counselling support by the College if the issue has caused you distress or affected your wellbeing.

## Student Concern / Complaint Procedure

Step 1 – Talk with Head of House / Teacher / Staff Member or use Suggestion Box	
<p>You should raise your <b>concern</b> with a Head of House, teacher or staff member you feel comfortable with. You can also raise your concern using one of the Suggestion Boxes located around the campuses. You may take a friend or parent with you for support.</p>	<ol style="list-style-type: none"> <li>1. <b>Concern</b> is raised with Head of House, Teacher or staff member or via a Suggestion Box.</li> <li>2. Matter is investigated.</li> <li>3. Meeting held with relevant parties.</li> <li>4. Resolution determined and discussed with relevant parties.</li> <li>5. Situation is monitored.</li> </ol>
Step 2 – Talk with Head of Wellbeing	
<p>If you feel the matter is not resolved by Step 1, you are invited to speak to the Head of Wellbeing. You may take a friend or parent with you for support.</p>	<ol style="list-style-type: none"> <li>1. <b>Complaint</b> is raised with Head of Wellbeing.</li> <li>2. Matter is investigated.</li> <li>3. Meeting held with relevant parties.</li> <li>4. Resolution determined and discussed with relevant parties.</li> <li>5. Matter is documented in Assurance (Complaints Form).</li> <li>6. Situation is monitored.</li> </ol>
Step 3 – Talk with Deputy Principal – Head of Campus	
<p>If you feel the matter is not resolved by Step 2, you are invited to speak to the Deputy Principal – Head of Campus. You may take a friend or parent with you for support.</p>	<ol style="list-style-type: none"> <li>1. <b>Complaint</b> is raised with Deputy Principal – Head of Campus.</li> <li>2. Matter is investigated.</li> <li>3. Meeting held with relevant parties.</li> <li>4. Resolution determined and discussed with relevant parties.</li> <li>5. Matter is documented in Assurance (Complaints Form).</li> <li>6. Situation is monitored.</li> </ol>

## Review Process

A review can be undertaken by the Principal or another member of the Leadership Team if any party to the investigation is unhappy with the outcome following Steps 1 to 3. The Principal may choose to appoint a professional investigator from outside of the College if this is appropriate to do so.