



LORD  
WANDSWORTH  
COLLEGE

COMPLAINTS PROCEDURE  
FOR PUPILS POLICY

Staff Member responsible	Revision Date	Approved By	Approval Date	Reason
<i>DPI</i>	<i>Sept 2009</i>	<i>SMT</i>	<i>14/9/09</i>	<i>Total revision</i>
SLB	Mar 2010	SMT	7/3/10	Updated – ISI
SLB	Mar 2011	SMT	9/3/11	Review
SLB	Mar 2012	SMT	18/3/12	Review
SLB	Sept 2013	SMT	14/9/13	Update to names
SLB	Feb 2014	SMT	12/2/14	Amended following A&SC review
GDP	Sept 2015	SLT	1/11/15	Review
GDP	Feb 2017	SLT	7/2/17	Review
JJD	Nov 2017	SLT	27/11/17	Reviewed
ACB	March 2019	SLT	20/3/2019	Reviewed
ACB	February 2021	SLT	5/2/2021	Reviewed
ACB/RSP	Nov 2021	Governors	1/12/21	Reviewed no changes
ACB	Feb 2023	Governors	1/2/23	Reviewed no changes

# Complaints Procedure for Pupils

## Introduction

If a pupil is unhappy about anything that occurs in College, then he/she may complain about this either to the relevant teacher or to his/her Houseparent.

The complaint may be personal in nature or it may fall within the Whistleblowing category. 'Whistleblowing' is when the concern relates to some form of malpractice at the College such as actual or suspected criminal offences, failure to comply with legal obligations, serious health and safety risks, damage to the environment, academic malpractice, financial and procedural irregularity, deliberate suppression or concealment of any of these. Pupils should be reassured that in raising any such concerns, their actions will be viewed positively and that they will be protected from victimisation. Pupils are not penalised for raising a concern or making a complaint in good faith.

Whatever the nature of the complaint it will be treated seriously and a response provided.

If the response is not, in the view of the pupil, satisfactory, or if the complaint is a particularly serious one, then he/she should refer the matter to either the Senior Deputy Head or the Headmaster. This should be done in writing. The Senior Deputy Head or the Headmaster will aim to deal with the complaint within a week and will make a written response.

## Stage 1 – Internal Resolution

Oral discussions will be held separately, with both the pupil and the person being complained against. These discussions will need to be written up, and the written accounts will be discussed with both the pupil making the complaint and the person being complained about and their Houseparent(s). The preliminary decision of the Senior Deputy Head and/or Headmaster will be given to the Houseparent and discussed with the pupil making the complaint and the person being complained about.

## Stage 2 – Further Discussion

If further discussion is necessary a meeting of the pupil, the Houseparent and the person complained against will be chaired by the Senior Deputy Head and/or Headmaster. Ultimately, the Senior Deputy Head or the Headmaster will write to both the pupil and the person complained against, giving the decision.

## Stage 3 – Independent Advisor

If the pupil is dissatisfied with this response then he/she may take the case to an independent person. The person appointed by the College to act in this independent capacity is the school counsellor. She can be contacted by calling the Health Centre on 01256 860248.

The counsellor will arrange a meeting with the pupil at which she will listen to the complaint. She will discuss with either the Headmaster or the Deputy Head, as appropriate, and provide a written response to the pupil and to the College. This response will either state that she supports the College's actions, or that she recommends that the College revisits the pupil's original complaint.

## Contact Details

- Senior Deputy Head Tel: 01256 860206
- The Headmaster Tel: 01256 860348
- The Independent Counsellor, Health Centre Tel: 01256 860248

Robert Hannington  
Chair of Governors