



LORD
WANDSWORTH
COLLEGE

COMPLAINTS PROCEDURE
FOR PUPILS

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
ACB	May 2024	Governors	3/9/24	Change to Stage 3 Process
SDH	August 2025	Governors	3/9/25	Reviewed – minor changes

Complaints Procedure for Pupils

Introduction

If a pupil is unhappy about anything that occurs in College, then they have the right to have their voice heard. In the first instance, pupils should raise concerns with their Tutor, Houseparent or Head of Year (depending on the nature of the concern). Concerns may be raised with other staff members including those in the Health Centre who will pass concerns on to the appropriate staff member. Should the concern not be resolved to the pupil's satisfaction, the formal complaint procedure can then be undertaken. Advice on complaints from boarders can be found in the College's NMS Handbook.

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. Details of all complaints should be passed to the Head's PA for logging.

If the response is not, in the view of the pupil, satisfactory, or if the complaint is a particularly serious one, then they should refer the matter to either the Senior Deputy Head or the Head. This should be done in writing. The Senior Deputy Head or the Head 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 Head will be given to the Houseparent and discussed with the pupil making the complaint and the person being complained about. This process should be completed within 5 working days (or as soon as reasonably practicable outside term time).

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 Head. Ultimately, the Senior Deputy Head or the Head will write to both the pupil and the person complained against, giving the decision. The Stage 2 process should be completed within 15 working days (or as soon as reasonably practicable outside term time).

Stage 3 – Independent Advisor

If the pupil is dissatisfied with this response then they may take the case to an independent person. The person appointed by the College to act in this independent capacity is the Safeguarding Governor. They can be contacted via the Chief Operating Officer in their capacity as Clerk to the Governors. The pupil can, if they wish, seek support from the school counsellor who can be contacted by calling the Health Centre on 01256 860248.

Complaints Procedure for Pupils

The Safeguarding Governor will arrange a meeting with the pupil at which they will listen to the complaint. This will be scheduled as soon as is reasonably practical but normally within 20 working days. They will discuss with either the Head or the Deputy Head, as appropriate, and provide a written response to the pupil and to the College. This response will either state that the College's actions are supported or that it is recommended that the College revisits the pupil's original complaint.

Timeframe for Dealing with Complaints

All complaints will be handled seriously, sensitively and within clear and reasonable timescales. It is in everyone's interest to resolve a complaint as speedily as possible: the College's target is to complete the first two stages of the procedure within 20 working days. Stage 3, the Independent Advisor, will be completed within a further 20 working days.

Please note that, for the purposes of this procedure, **working days** refers to weekdays (Monday to Friday) during term time, excluding bank holidays and half term. This means that during school holidays it may take longer to resolve a complaint although the College will do what is reasonably practicable to avoid undue delay. It may also take longer to resolve a complaint during periods of significant disruption to College life or as a consequence of unavoidable staff absence, however deviation from the normal timescale for resolving a complaint during term time will only occur on an exceptional basis, and the College will take all reasonable steps to limit any such delay.

Contact Details

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| • Senior Deputy Head | Tel: 01256 860206 |
| • The Head | Tel: 01256 860348 |
| • The Chief Operating Officer (via PA) | Tel: 01256 860216 |
| • The Independent Counsellor, Health Centre | Tel: 01256 860248 |