



LEIGHTON PARK

Students' Concerns and Complaints Procedure and Information

Any Problems, Concerns, Complaints or Suggestions?

If so, the school would like to hear.

Is something making you unhappy or worried? What can you do?

- Is there a friend who can help?
- Is there an older boy or girl you can talk to?
- Can you talk to your Form Tutor, Head of Section, School Nurses, Housemistress or Housemaster or other House Staff? They are here to help you.
- You can always go directly to the Deputy Head or Head.

There may be circumstances when you would find it easier to talk to someone who is not a member of staff.

- This could be your parents.
- Alternatively, regularly each week, the School Counsellor is in the Health Centre. You can contact them at schoolcounsellor@leightonpark.com. The counsellors are independent listeners, not part of the School staff and will listen to any concerns raised in an unbiased way.
- In addition you might consider Childline (telephone: 0800 1111) or the NSPCC (telephone 0800 800 5000) or the office of the Children's Commissioner (freephone 0800 528 0731) and www.childrenscommissioner.gov.uk or Supportline on 01708 765200 (info@supportline.org.uk) If you need a private telephone, your HM will provide one without question.

Independent Listener

Leighton Park also has an independent listener as a possible safety valve for pupils with concerns or problems. The independent listener is Sarah Alakija an experienced educationist and former teacher. She understands the norms and expectations of

Leighton Park as well as being very experienced in dealing with the problems and issues young people face.

The Independent Listener is briefed on the School's Safeguarding Policy and Whistleblowing Policy. The Independent Listener is able to exercise objectivity in responding to concerns and issues raised and will listen carefully to any personal problems or concerns at School. They have no connections to the School which would make them biased. The Independent Listener can be contacted on LPindependentlistener@outlook.com to arrange a telephone call and they visit the School from time to time to meet with boarders and other students.

How do I make a complaint?

- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group, or through your parents.

To whom?

- To anyone on the staff.
- Via Monthly Meeting or Boarders' Monthly Meeting.

Does it matter what the issue is?

No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas to resolve the issue.

What will happen next?

- If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- If you are worried about confidentiality, tell the staff – they will understand, and explain their response and any action which they may need to take.
- Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.
- It may not be possible to maintain confidentiality on some issues which staff may need to refer.

Where can I find further information?

- The Gold Book contains lots of information about what to do at Leighton Park.

What happens if the complaint is not resolved?

- If you feel that you have not been able to sort out a complaint on an informal basis you have the right to make a formal complaint. You may wish to involve

your parents at this stage if you have not already done so. You may also like to contact the Independent Listener if you feel that a problem has not been properly dealt with by the School.

- You or your parents should write to the Head setting out the complaint and what you want to be done about it. The Head may suggest a meeting to discuss the complaint but will in any case give you a written answer explaining what has been decided. You will not get into trouble for making the complaint if you believe that you have a good reason for doing so.
- The Head will keep a record of serious complaints and what happened to those complaints and will review them from time to time.
- Your parents can also use the School's formal complaints procedure.
- If the matter is not resolved to your satisfaction, complaints can also be directed to Ofsted on 08456 404040 or the Local Authority Designated Officer (LADO) through Reading Borough Council on 0118 937 3555 or the Independent Schools' Inspectorate on 0207 6000100

Author: Eddie Falshaw, Deputy Head
Reviewer: Jan Digby, Governor
Sign off: Matthew Judd, Head
Reviewed: November 2020
Next Review: November 2021
Publication: Z:\Policies\Current Policies\Students' Concerns and Complaints
V:\School Policies\Students' Concerns and Complaints
<http://www.leightonpark.com/About/Policies>

Copies of the Policy to be prominently displayed in each Boarding house.
Sharing problems in the Gold Book also contains key contacts to help students