

PANGBOURNE

COMPLAINTS PROTOCOL FOR PUPILS

The first actions will always be to try to find an informal agreement and the procedure on this page aims to layout the available pathways for informal complaints to be raised. If of course the informal complaint does not get resolved, the Complaints Policy gives the detail of the next level of procedure.

1. Hand in a written complaint [with OR without telling the person about whom you are complaining], giving as many details as you can, to your Housemaster, a Deputy Head [Mr Williams, Mrs Bond or Mr Bancroft], the Chaplain, or the Headmaster. Mark it "COMPLAINT".
2. It will then be given to the Headmaster with whom, or with a person whom he chooses, you will be asked to talk the matter through. You may invite another pupil or a member of staff of your choice to come to this meeting with you.
3. It will then be decided whether or not to refer your complaint to a panel consisting of FOUR or more of the following: the Headmaster, a Deputy Head [Mr Williams, Mrs Bond or Mr Bancroft], the Chaplain, a nominated Teacher, and a Governor.
4. Your complaint will be taken seriously and handled promptly. The meeting with the Headmaster will take place within one week of your complaint being formally made. His decision over how best to proceed will then be made known to you within forty-eight hours.

If you still feel that your problem has not been dealt with or you would rather talk to someone outside school, you could ring the following people and organisations.

Heather Thorne 0118 984 3803
[Mother and experienced young persons' counsellor]

Cliff Thorne 0118 984 3803
[Father and Youth Leader]

Child line 0800 1111

The Samaritans 0118 950 5505

Newbury Youth Counselling and Advisory Service 01635 581421

Young People's Counselling, Advice and Information Centre
[For HELP] 0118 958 5858
[For INFORMATION only] 0118 958 6702

Office of the Children's Commissioner 020 7783 8330
Advice and assistance

PANGBOURNE

Children's Commissioner for England
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

