

Complaints Procedure (Boys)

Policy number	PS013 / ISI 33a
Applies to	Prep School Pupils
Endorsed by	Headmaster
Responsibility	Headmaster
Date reviewed	January 2020
Next review	March 2021

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If you feel that you would like to complain about something (for instance, a punishment) affecting you or on behalf of fellow pupils, you should talk to a member of staff that you can trust (taking a friend, another member of staff or a parent with you if you wish). If you are making a complaint about a member of staff or anyone else, you do not need to inform that person.

It is particularly important for you to be aware that, if you are in trouble over something, you may have your tutor or a friend with you when you are talking with the relevant teacher, Head of Year, Assistant Head, Deputy Head or Headmaster.

If you have a complaint, that you have not been able to resolve with either your Tutor or Head of Year, you should refer the matter to the Assistant Head Pastoral or the Deputy Head. This may be done either orally or in writing. The Assistant Head Pastoral or the Deputy Head will then meet you. If you wish it to be considered a formal complaint, the Assistant Head Pastoral or Deputy Head will register the complaint in the Complaints Book noting how the complaint has been resolved.

If the matter is not resolved following discussion, then you may ask the Assistant Head Pastoral or the Deputy Head to refer the complaint to the Headmaster, or you may write yourself. This must happen within seven days of the event that triggered the complaint.

On receipt of your written complaint, it will be registered and either the Headmaster or Deputy Head will speak to you personally indicating that he has seen the complaint and that it will be attended to within two days of your making it.

You will then be asked to talk the matter through with the Headmaster (or, in his absence, the Deputy Head). You may invite a parent, pupil or member of staff of your choice to come to this meeting with you. After the meeting you will receive a written response to your written complaint.

If, at any stage of the process, you are dissatisfied with this procedure, you may talk to your parents and you may decide that they will pursue the complaint on your behalf. A separate policy covers this procedure.

At Bedford Preparatory School, we care very much about individuals and their concerns and hope that these guidelines will help you resolve any difficulties you may encounter.