



APPLEFORD SCHOOL COMPLAINTS PROCEDURE FOR BOARDERS

This policy applies to the whole school, including boarding

The Policy is publicly available on the school website and upon request a copy (which can be made available in large print or other accessible format if required) may be obtained from the School Office.

All who work, volunteer or supply services to our school have an equal responsibility to understand and implement this policy and its procedures both within and outside of normal school hours including activities away from school. This policy also takes into consideration the National Minimum Standard (NMS) for residential special schools (RSS).

We have a whole school approach to safeguarding, which is the golden thread that runs throughout every aspect of the school. All our school policies support our approach to safeguarding (child protection). Our fundamental priority is our children and their wellbeing; this is first and foremost.

Monitoring and Review: This policy is subject to continuous monitoring, refinement and audit by Dr Peter Gardner (Managing Director), the Advisory Board and Mr James Langan (Headmaster). The Proprietor will undertake a full annual review of this policy and procedures, inclusive of its implementation and the efficiency with which the related duties have been discharged. This discussion will be formally documented in writing. The Proprietor recognises the expertise staff build by undertaking safeguarding training and managing safeguarding concerns. Any deficiencies or weaknesses recognised in arrangements or procedures will be remedied immediately and without delay. All staff will be informed of the update/reviewed policy and it is made available to them in either a hard copy or electronically.

Policy agreed: September 2026

Policy published (including on website): September 2026

Next review: September 2027

Signed:

Dr Peter Gardner
Proprietor and Managing Director

Mr James Langan
Headmaster

Introduction: boarders should always feel that they can take a problem or complaint to any adult charged with their care and receive a sympathetic hearing. Most difficulties can be sorted out in this informal manner. The following avenues of complaint are available:

- Speaking to the Heads of Boarding or a member of the Boarding House staff, or one of the Independent Persons.
- Speaking to the school counsellor or any other responsible adult privately
- Speaking to the Head of Pastoral Care
- Speaking to the Headmaster privately.

Making a Formal Complaint:

- A pupil will not be penalised for making a complaint in good faith. We take complaints seriously and investigate them thoroughly.
 - If any pupil feels the need to make a formal complaint about a matter which is causing him or her distress or a problem which cannot be resolved otherwise, the pupil may inform the Head of Boarding or Head of Pastoral Care either verbally or in writing. The Head of Boarding will discuss the matter with the pupil as soon as possible or put the pupil in touch with an appropriate person outside the School.
- If a pupil feels that they need or prefer to talk to someone outside the School rather than to someone inside it, the pupil should talk to his or her parents, or the independent person, or Wiltshire Social Services, or ChildLine. These agencies may be useful if the problem is one of welfare rather than to do with teaching or learning. These are their numbers or addresses:

Independent Persons:

Mrs Jackie Clarke, Tel: 07951 710942

Rev Philip Bromiley, Tel: 01980 258549

Mr Jim Darwell, Tel: 003 16260 69763

- Wiltshire Social Services, Tel: 01722 438165
- The Children's Rights Director 0800 5280731 www.childrenscommissioner.gov.uk • ChildLine: 0800 1111 NCPCC Helpline on 0808 800 5000

Procedure When a Formal Complaint is Made: • The person to whom a serious complaint is made (usually the Head of Boarding or the Headmaster) will keep a written record of that complaint and of its outcome. The Proprietor, or someone delegated by him to do so, will review these records regularly.

- A complaint made by a pupil will be resolved, either to the pupil's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within 72 hours wherever possible.
- There is a separate complaints procedure for boarders' parents. A pupil's parents may wish to invoke the procedure available to them if they feel that the School has not dealt adequately with a complaint made by their child in accordance with the procedure described above.

Procedure When the Outcome of a Formal Complaint is felt to be unsatisfactory: if a pupil, or his/her parents, feel that the procedure detailed above has not dealt with the complaint satisfactorily, a letter setting out the unresolved complaint should be sent to Dr. Peter Gardner, Appleford School, Elston Lane, Shrewton, Wiltshire, SP3 4HL.

Complaints relating to boarding provision: the School's written record of complaints identifies those complaints relating to boarding provision separately from complaints relating to School practice, and any action taken by the School as a result of those complaints.

Appleford School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

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