

# **Boarding Complaints Policy and Procedure**

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## **Boarding Complaints Policy/Procedure**

Boarding students, their parents, carers and guardians are encouraged to give feedback on the boarding provision in order to sustain and drive improvement in boarding. In accordance with national guidance, and the National Minimum Standards for boarding schools, the boarding programme at Shaftesbury School has its own complaints policy and procedure to ensure effective and responsible complaints management. Careful consideration will be given to complaints which are formal and informal, written and verbal, and from boarders and parents, carers and guardians.

The boarding house will actively seek the views and opinions of boarders, parents, carers and guardians throughout the year through the following means:

1. Student voice
2. Food surveys
3. Food committee
4. Annual surveys
5. Consultations

If any boarder, parent or guardian has a complaint, concern or query about anything about the boarding programme we encourage that person to talk to the boarding staff as soon as possible. Boarders are informed throughout the year where the complaint forms are located and are given opportunities to discuss this with staff. The Head of Boarding regularly seeks feedback from staff regarding any complaints in line management meetings. Boarding students can initially complete a boarder complaint form and submit this to staff where it will be actioned and recorded and escalated where necessary.

The boarding programme will be fair, open and honest when dealing with any complaint, concern or query. We give careful consideration to all complaints, concerns or queries and deal with them as swiftly as possible. We aim to resolve them through dialogue and mutual understanding and, in all cases, we put the interests of the child first. We provide sufficient opportunity for any complaint, concern or query to be fully discussed, and then resolved. Where it is not clear if there is a formal complaint, an offer to make a formal complaint will be made. A complaint will be treated as an expression of genuine dissatisfaction, which needs a full, formal response. The Boarding House and staff will endeavour to deal with all complaints, concerns or queries within a reasonable time, in a professional manner, and where appropriate, will take action.

In the event that a concern or query has not been resolved then a formal complaint will be first addressed by the member of staff on duty if possible, and if not possible, then referred to the Head of Boarding. Should the Head of Boarding not be able to resolve the matter satisfactorily, then the matter will be passed to the Headteacher.

A complaint, query and concern will all be treated equally, responded to, and where appropriate, recorded. All complaints are recorded but not all concerns or queries are recorded which fall in the course of day-to-day interaction between boarders, parents and guardians, and staff. This is, however, monitored through the complaint forms and logging system.

All formal complaints and their outcomes are shared with the Boarding Management Team and boarding governor. A summary of common concerns are regularly shared with the Headteacher and with the Boarding Management Team

This policy is to be read in conjunction with the Trust complaints policy and this applies where

appropriate.