

BROOMHILL BANK SCHOOL RESIDENTIAL



STUDENT COMPLAINT POLICY

Created/Reviewed by: J Milne	Approved by SLT member: Approved by L and D committee: Approved by Full Governing Body : 13 February 2020
Date created/reviewed: Feb 2020	
To be reviewed: Feb 2021	
Statutory/Recommended Policy	

Student complaints

From time to time we may feel that we want to complain about something, and it is absolutely fine to do so.

We have a number of ways in which we can complain but first we need to think about whether it is a serious complaint or a Niggle

A Niggle may be something that gets on your nerves a bit such as “the wall colouring is so bare it is annoying me” or “The Pride system is not working so well as I would prefer a different reward
“These are niggles and there are forms to record this on that you can get from reception in school or from either house office . There are post boxes to pop them into or you can hand them to staff .

Complaints are when you feel that you are unhappy with a situation and how it has been handled – You can gain a complaints form and hand your complaint to the Head of School or Head of Care. You can get them from school reception or from the games rooms in residential houses . You can hand them to any staff member or pop them in the post box located in each house and in school pastoral office . You could also email either the Head of School or the Head of Care (if you feel able to)

The most appropriate senior member of staff will receive your Complaint ,they will read your complaint and then discuss it with you and try to understand how to manage the complaint in a way that will suit you best– There are occasions however when we do need to manage a complaint entirely differently to how you would like but we will take time to talk to you about any circumstance that results in this approach .

There is also myvoice@broomhill-bank.kent.sch.uk – You can also email this address if you feel you would like to have your voice heard about a number of things such as how you are feeling .

In all circumstances whether it be a niggle , a complaint or an email via my voice someone will get back to you .

Student Complaint Form

NameDate.....

Why I need to complain.....

I have spoken to

I am unhappy with the response because

I think this should have happened

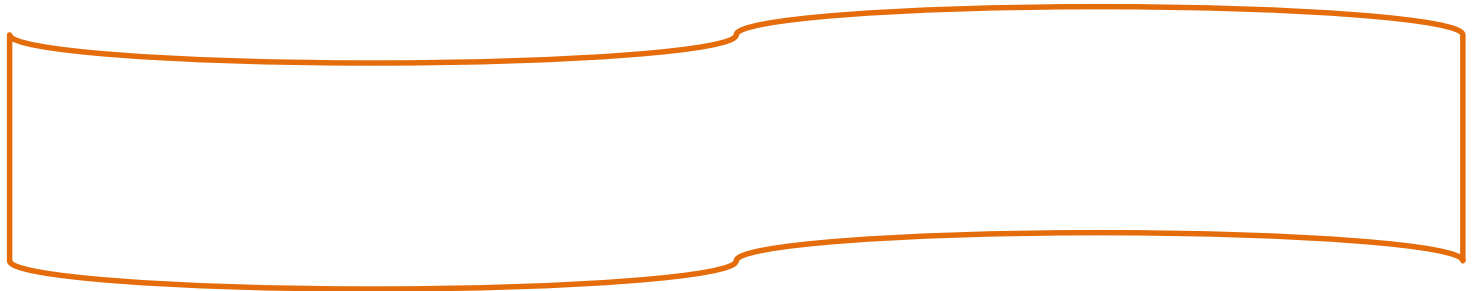
Outcome of complaint

Niggles Form

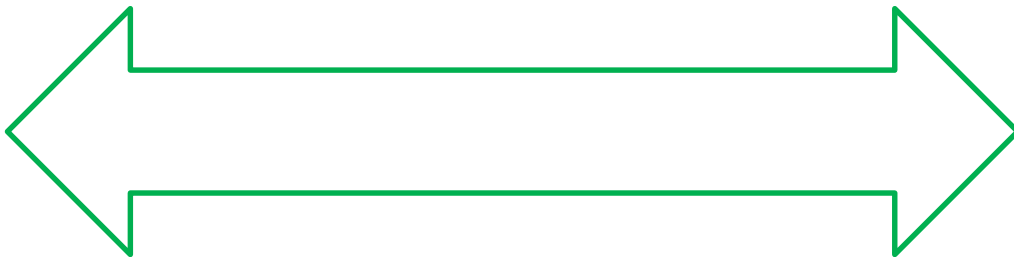
What is the niggles?



What would you like to happen?



Who have you handed the form to?



Name of student

Date

Seen by:

Head of School :

Head of Care:

Deputy Head of School:

Date of Response

Are you happy with the response?

Student Signature