

KRISHNAMURTI FOUNDATION TRUST

BROCKWOOD PARK SCHOOL

COMPLAINTS PROCEDURE FOR STUDENTS



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| Last Review Date | 30 June 2016 |
| Policy endorsed by | The Trustees & Co-Principals |
| Policy is maintained by | Pastoral Coordinator |
| ISI reference | A14, B15 |
| Next review date | 30 August 2017 |
| Review body | Pastoral Coordinator / Co-Principals |

Brockwood is a small and friendly School and most of the day-to-day problems that arise while you are living here can be easily dealt with, by talking with your friends, your tutor, or other staff members. You can also bring your concerns to Morning Group, the Student Council or directly to a meeting of the entire School. However, if you feel that your problem is not addressed, or if you feel uncomfortable with the approaches mentioned already, then the following is also possible:

- Speak to your parents or a family friend
- Make a Complaint
 1. Tell the Pastoral Coordinator or one of the Co-Principals that you wish to make a complaint and arrange to meet with them.
 2. At the meeting you will have the opportunity to talk the matter through and you can have a friend with you, who may be another student, or a member of the staff.
 3. If, within two working days, you have not had the matter satisfactorily resolved, you can contact any of the people outside the School who are listed above and below.
 4. Whoever you decide to contact should be able to advise you about a sensible course of action. At this stage it will be up to you to make a decision acting on his/her advice.
(You do not have to inform a staff member, or anyone else, that you are complaining about them.)
- Speak to our Child Protection Officer
- Speak to the Independent Listener, Anne Greene on 02072625905
- Call Child Line: 0800 – 1111, toll-free

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- If you have a complaint about the care students are receiving at Brockwood and do not feel your complaint has been dealt with in a satisfactory manner, you can inform the national organisation whose details are below :

Care Quality Commission

National Contact Centre : 03000-616161

Fax = 03000-616171

e-mail = enquiries@cqc.org.uk

Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne NE1 4PA

Possible Reasons for Making a Complaint

- You feel you have been treated unfairly or verbally abused by a member of staff in school or in class
- You are being bullied
- You think you are being discriminated against because of your colour or because you are male/female
- Someone has hurt you or abused you or has made suggestions you think are not right
- You feel that there isn't enough respect for your privacy
- Someone has taken something of yours and has not returned it
- You think you are being badly taught