



BROCKWOOD PARK SCHOOL
COMPLAINTS PROCEDURE FOR STUDENTS

Last Review Date	August 2019
Policy endorsed by	The Trustees & Principal
Policy is maintained by	Pastoral Coordinators
ISI reference	A14, B15
Next review date	August 2020
Review body	Pastoral Coordinators / Principal

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 the Core Group, the Core Group Meeting 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 the Principal 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 Designated Safeguarding Lead (DSL).
- Speak to the Independent Listener, Anne Greene on 07976667473
- Call Child Line: 0800 – 1111, toll-free.

KRISHNAMURTI FOUNDATION TRUST

- CHILDREN'S COMMISSIONER: Anne Longfield on 02077838330.
- 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.