



Complaints Policy for Pupils

This policy applies to all pupils at Abbot's Hill, including EYFS.

- 1.1 Abbot's Hill School aims to be a listening and responsive school. We encourage pupils, parents and staff to inform us of their concerns while they are still minor ones which can more easily be resolved. Under no circumstances will the school discriminate against a pupil because of expressions of concern or complaints.
- 1.2 Pupils who have concerns or complaints should talk to their Class Teacher, subject teacher, Form Tutor or Head of Year in the first instance.
- 1.3 If the resolution is more complex, issues may then be passed on to any member of Exec or the Senior Leadership Team as appropriate.
- 1.4 A written record will be kept of all significant concerns and complaints, the date on which they were received and the details of the subsequent investigation.
- 1.5 Pupils should be kept informed of how the matter has been investigated and of the resolution.
- 1.6 There should be an agreed resolution within 28 working days.
- 1.7 If parents become involved, the procedure for parental complaints should be followed.

Signed

Issue Date: September 2020

Review Date: September 2021 or earlier if major change requires

Mrs Kathryn Gorman
Head