



## Complaints Procedures for Pupils

Should you have any concern about work, pupils or staff in school you can talk to any of the staff in school to explain your concern. The first person to contact is usually your Form Tutor or Head of Year. You can also raise concerns with the Head of Primary, Head of Secondary, Heads of Year or Head of Boarding.

Under some circumstances you may wish to make a formal complaint in writing, especially if an informal complaint has not been satisfactorily resolved.

- 1 Hand in a formal written complaint (with OR without telling the person you are complaining about), giving as many details as you can, to your Tutor, the Head of Secondary/Primary, the Deputy Head, the Head of Boarding or the Headmaster. Mark it "COMPLAINT".
2. It will then be given to the Headmaster with whom, or with a person whom he chooses, you will be asked to talk the matter through. You may invite another pupil or a member of staff of your choice to come to this meeting with you.
3. It will then be decided whether or not to refer your complaint to a panel consisting of TWO or more of the following: the Headmaster, the Deputy Head, the Head of Secondary/Primary, the Head of Boarding, a member of the School Council.
4. Your complaint will be taken seriously and handled promptly. The meeting with the Headmaster will take place within one week of your complaint being formally made. His decision over how best to proceed will then be made known to you within forty-eight hours.
5. You may, at any stage, ask your parents to make a formal complaint on your behalf. See the separate Complaints Procedures for Parents policy.

If you still feel that your problem has not been dealt with or you would rather talk to someone outside school, you could ring the following people and organisations:

Tres Cantos Social Services: 91 293 81 91

Comunidad de Madrid: 012

National Telephone for Information and Advice on Child Issues: 900 202 010

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