



# MILTON ABBAY SCHOOL

<b>Boarders' Complaints Policy</b>	
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Policy contact:	Zoe Livingstone, Deputy Head Pastoral
Approved by:	Chris Barnes, Senior Deputy Head

## Boarders' Complaints Policy

### Introduction

In accordance with Standard 14 of the [National Minimum Standards for Boarding Schools](#) (DfE, 2022), the school's written record of complaints identifies those complaints relating to boarding provision separately from complaints relating to school practice, and any action taken by the school as a result of those complaints.

Boarders should always feel that they can take a problem, concern or complaint to any member of staff or adult in charge of their care and be listened to. Most difficulties can be sorted out in this informal manner. The following avenues are available:

- a) speak to Housemaster/Housemistress, the Head of Boarding, School Nurses, the DSL or a member of the Safeguarding Team;
- b) speak to one of the school counsellors or any other responsible adult;
- c) speak to the Headmaster.

### Making a Formal Complaint

A pupil will not be penalised for making a complaint in good faith. We take complaints very seriously and investigate them thoroughly.

If any pupil feels the need to make a formal complaint about a matter which is causing them distress or a problem which cannot be resolved otherwise, the pupil may inform the Head of Boarding either verbally or in writing. The Head of Boarding and the Deputy Head Pastoral will then discuss the matter with the pupil as soon as possible, they may put the pupil in touch with an appropriate person outside the school if that is seen as necessary and beneficial and the pupil is in agreement.

If a pupil would prefer to talk to someone outside school, the pupil can talk to their parents or any of the following agencies:

- The School's Independent Listener;
- Children's Advice and Duty Service;
- The Children's Commissioner;
- Help at Hand - hosted by the Children's Commissioner;
- ChildLine;
- The National Society Prevention of Cruelty to Children (NSPCC) Helpline;
- Tell Me anonymous reporting tool

The above agencies may be useful if the problem is about a pupil's welfare rather than to do with teaching or learning. Contact details are listed at the end of this document.

### Procedure When a Formal Complaint Is Made

The person to whom a serious complaint is made (usually the Head of Boarding, Deputy Head Pastoral, Senior Deputy Head or Headmaster) will keep a written record of that complaint and of its outcome. The Headmaster, or a delegated senior manager, reviews these records regularly.

A complaint made by a pupil will be resolved, either to the pupil's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within 72 hours wherever possible.

There is a separate complaints procedure for parents. A pupil's parents may wish to invoke the complaints procedure available to them if they feel that the school has not dealt adequately with a complaint made by their child in accordance with the procedure described within this policy.

**Procedure when the outcome of a formal complaint is felt to be unsatisfactory**

If a pupil, or their parents, feel that the procedure detailed above has not dealt with the complaint satisfactorily, a letter setting out the unresolved complaint should be sent to Mr. Ian Bromilow, the Chair of Governors, Milton Abbey School, Milton Abbas, Blandford Forum, DT11 0BZ or email [ian.bromilow@miltonabbey.co.uk](mailto:ian.bromilow@miltonabbey.co.uk)

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**USEFUL CONTACTS- Who can I call?**

**Milton Abbey School's Independent Listener: Mr Justin Potter**

**Telephone: see posters in houses**

The school has a system whereby any child or young person who wishes to talk to an independent adult can do so. The Independent Listener system is confidential, and the Independent Listener is under no obligation to inform the school of any calls unless a pupil is at risk of harm.

**Children's Advice and Duty Service:**

**Telephone: 01305 228866**

**Out of hours: 01305 228558 (emergency duty team)**

Email: [pan-dorsetscp@dorsetcouncil.gov.uk](mailto:pan-dorsetscp@dorsetcouncil.gov.uk) - emails are dealt with during normal office hours.

If you are concerned about the safety of a child or young person you can contact Dorset's Children's Advice and Duty Service (ChADS). ChADS provides residents of Dorset and people who work with children in Dorset with direct information, advice and guidance about where and how to find the appropriate support for children and families.

**The Children's Commissioner:**

**Telephone: 0207 783 8330**

The Children's Commissioner for England, Rachel de Souza, is responsible for promoting and protecting the rights of children and young people and making sure their voices are listened to. The advice line is independent of the Government and exists to make sure that young people's rights and entitlements are upheld and that their views are taken seriously. More details can be found at the following website: [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk).

**Help at Hand:**

**Telephone: 0800 528 0731**

The national advice line for children and young people who are in care, leaving care, living away from home or working with children's services.

**ChildLine:****Telephone: 0800 1111**

'We're here for you, whatever's on your mind. We'll support you. Guide you. Help you make decisions that are right for you. Our tips and techniques, ideas and inspiration, can help you feel more in control. And you can access them in your own time, at your own pace!'

**NSPCC Helpline:****Telephone: 0808 800 5000**

The NSPCC helpline provides help and support to thousands of parents, professionals and families. Year on year, the number of calls and online contacts is increasing and helping to protect more children. The NSPCC helpline is a place you can contact by phone or online to get advice or share concerns about a child, anonymously if you wish. It's staffed by professional practitioners with backgrounds in jobs like teaching, healthcare and social work.

**Tell Me online reporting tool****[Via Pupil Gateway](#)**

One of the most important aspects of any school is the voice of the pupil body. Pupil voice is the biggest spur for positive change at any school, and it is important that this voice is being listened to. Pupils can use the Tell Me system to report bullying, cyber bullying, racism, extremism, radicalisation, sexism, issues relating to mental health plus any other issue related to pupil wellbeing and welfare, this offers pupils an alternative way to raise their concerns if they feel unable to do so face-to-face. Pupils can choose to report anonymously if they prefer.