

### **What to Do If You Have a Complaint**

A complaint is a situation where a problem keeps on occurring or where nothing has happened even though you have previously reported the problem to someone. If you have a complaint, you should first speak to your teacher or house parent, at this stage the complaint will be considered on an informal basis. If you are still unhappy, follow the complaints procedure shown on the next page and put your complaint in writing. This procedure is also displayed outside Student Services and in each of the residential houses.

We would like you to allow us the chance to resolve your complaint first. If you have tried everyone, including Mr Kaveh, and your complaint is still not resolved it will be referred to the Independent Person within three weeks of your complaint initially being raised.

**The Independent Person** is a person who acts like a referee and gives all students a channel through which they can raise complaints against the College or staff. This person can approach the College on behalf of a student who has a problem or complaint. The College has selected a person who has experience of young people and knowledge of the College. That person, however, is not an employee of the College and will handle each complaint as and how it seems appropriate. The College undertakes to listen very carefully to any recommendations made by the independent person and to act upon them.

You can contact the independent person:

Via a member of staff in the College – ask any teacher for help with this.

By telephoning the independent person direct (see Complaints Procedure for the number)

By writing to the independent person (see notice boards)

The independent person will require you to put your problem into writing and will try to solve your problem within ten days of the written material being received, if they are unable to resolve the problem to your satisfaction then the problem will be passed to a panel appointed by the Owner's Representative. The panel will comprise of a minimum of three people that have not yet been involved in the attempted resolution of the problem. At least one member of the panel will be independent of the management and running of the school.

The panel will convene between two and three weeks after the independent person has requested that it meet. Students or parents involved in the problem being discussed may attend the panel's meetings, the times of which will be publicised well in advance; parents may be accompanied if they wish. The panel will produce written findings and recommendations at the end of its deliberations which will be made available to all concerned parties.

Written records are kept of all complaints indicating when they were resolved. All correspondence, statements and records of complaints are kept confidential.

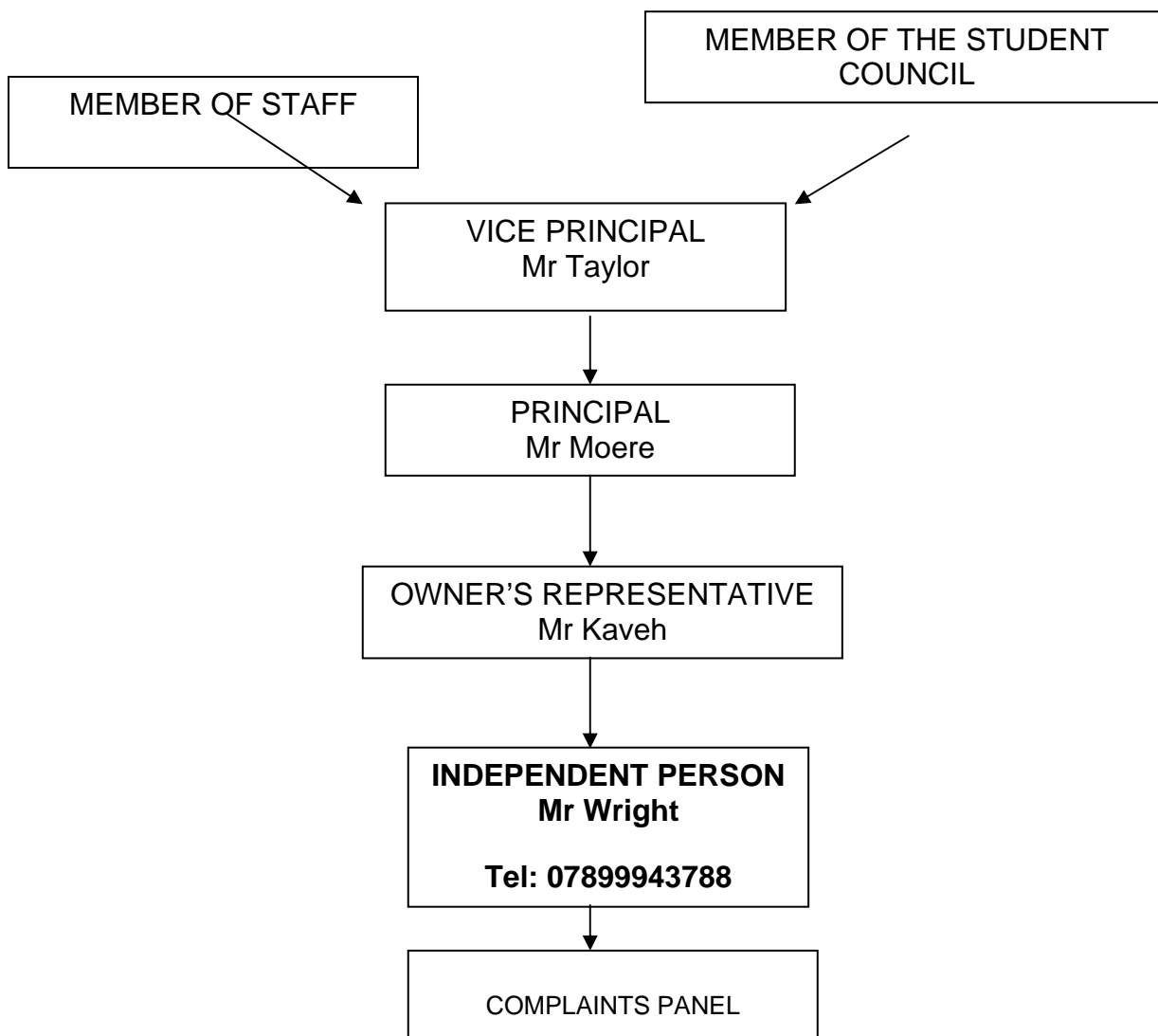
The Commission for Social Care Inspection (CSCI) is an organisation set up by the British government to check the quality of care given to children in schools and other institutions in the UK. If you have followed the complaints procedure but still feel, after you have dealt with the independent person and panel and given them a chance to resolve it, that your complaint has not been sorted out, you may telephone CSCI on the number given in the Complaints Procedure in accordance with Standard 5.4 of the National Minimum Standards for Boarding Schools.

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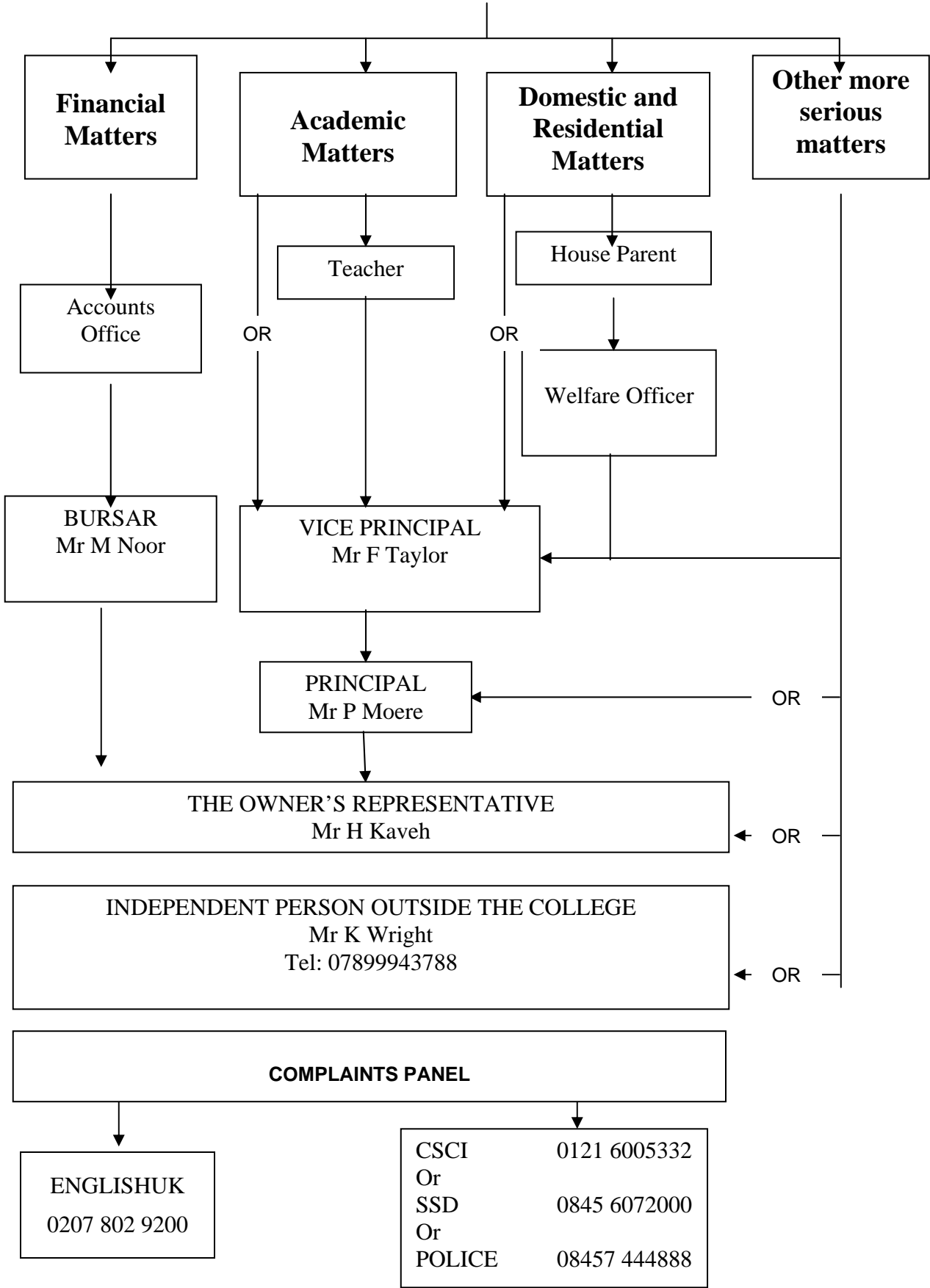
**AVIS IMPORTANT A TOUS LES ETUDIANTS**  
**WICHTIGE MITTEILUNG FÜR ALLE STUDENTEN**  
**AVISO IMPORTANTE PARA TODOS LOS ESTUDIANTES**  
**IMPORTANTE AVVISO PER TUTTI GLI STUDENTI**  
**学生の皆様への重要連絡事項**

### Do you have a complaint?

You should take your complaint to a member of staff or a member of the Suggestions and Student Council (See list on notice board outside Student Services). If they are unable to resolve your complaint, then they will pass it on as shown below.



**PROBLEM?**



## **Further Information**

The college defines a complaint as an issue which an individual or group of students are unhappy with, which, they have been unable to resolve to their satisfaction with their first point of contact.

The college requests that any informal complaint it is unable to resolve is put into writing, so there can be no misunderstanding as to the exact nature of the complaint. This is usually dealt with by the Principal, but will occasionally be delegated to a more suitable member of staff if the situation requires. The college maintains a complaints file where written complaints are kept; it also contains written responses to complaints as well as any action taken.

The complaints file is regularly reviewed by the Principal.

If a complaint can not be effectively dealt with to the satisfaction of the person bringing the complaint by all the various participants in the procedure up to the complaints panel, then the college will contact SSD or CSCI to notify them that a student, parent, agent etc may be contacting them with regards to an issue with the college. The college will provide the person complaining with all the relevant contact information of SSD or CSCI.

