



ST EDMUND'S COLLEGE  
SUMMER SCHOOL

## COMPLAINTS POLICY

### What is a complaint?

We understand a complaint to be when a pupil says or behaves in a way which indicates that they are not happy about something.

### How do we encourage good communication?

We make children aware of their rights and require them to take responsibility for their own wellbeing. We ask them not to tolerate any bad behaviour from anyone on campus and we ask them to report anything they are not happy about to a trusted adult. They are also made aware in the student handbook of ways of reporting a problem. We let them know that staff must take their problems seriously and must resolve them.

### How do we make sure children's issues are heard?

We encourage children to develop good judgement and empower them to engage with their peers, house parents and teachers on all issues which they find important. We encourage them to make positive suggestions to staff and to be supportive of their peers.

### Classroom talking time

This is a short time at the beginning of the day in the classroom where children reflect on their experiences, thoughts, living conditions and relationships. They evaluate what they liked, what went well and anything they did not like or anything which is wrong. If there are any complaints arising these can be referred to the class representatives and brought up at the Student Council. The teacher will report any concerns to the appropriate line manager.

### Corridor Talking Time

Children live on corridors with two house parents. They will meet each day to reflect on their day and discuss their learning, fun and enjoyment. This is the time to ask for help or lodge a complaint and the house parent will take appropriate action if necessary.

### Student Council

A responsible boy and girl are chosen from each class to represent pupils' views. These pupils meet with the Senior Management team of the College once a week to give their feedback on the course. The personnel present are likely to be: Head of Catering, Head House Keeper, Academic Manager, Residential Manager, Welfare Manager, Infirmary Sister and Director.

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