

CHRIST'S HOSPITAL
PUPIL BOARDING CONCERNS POLICY

Introduction

1. The Boarding Schools – National Minimum Standards (2022), states that schools 'should have a clear and easily accessible process for boarders to raise their own complaints about boarding provision' (paragraph 14.3). This policy explains how pupils (including day pupils) can raise concerns or complaints (which will be collectively called 'concerns') about boarding provision at Christ's Hospital (CH).
2. The School's Complaints Policy and Procedure, which is published on the School website, sets out the process for parents or guardians to raise complaints, informally or as part of a formal process. The purpose of this pupil policy is to explain how pupils can raise their own concerns.

Process for pupils to raise concerns that are not about boarding provision

3. Pupils have many channels available to them if they wish to raise a concern about any aspect of the School, or their experience at CH. Pupils can:
 - raise a concern through their houseparent, tutor, matron or Head of Year.
 - contact any member of the pastoral staff such as the DSL, Assistant DSL, Welfare Officer, EDI Lead or Chaplaincy, or a member of the SLT;
 - raise a concern through the School Council, the Food Committee, or the relevant pupil-led EDI group and/or their staff liaisons;
 - use the 'Pupil Feedback' reporting button on the VLE, which allows them to remain anonymous if they wish;
 - ask their parent or guardian to raise a concern on their behalf.

Process for pupils to raise concerns about boarding provision

4. Pupils naturally have frequent interactions with their houseparents, asking questions and making requests as their needs arise. Any pupil who wishes to raise a specific concern about boarding provision at the School is encouraged to first share it with their houseparent informally, by speaking to them in person. The houseparent will listen to the pupil's concern and take it seriously, share it with relevant colleagues as necessary, and provide the pupil with a response to their concern within seven days. The response may be given in person and need not be recorded.
5. If the pupil wishes to raise their concern more formally, they should do so in writing to their houseparent. In this instance the houseparent will respond in writing, within seven days (during term time), allowing time to consult with colleagues if necessary. The houseparent's written response will form a response record. This will be known as a 'stage 1' pupil concern.
6. If a pupil does not feel that their concern has been suitably addressed, they should escalate it by contacting the Assistant Head (Pastoral) who has responsibility for boarding provision at the School. The Assistant Head (Pastoral) will arrange to meet the pupil in person to hear their concern. The Assistant Head (Pastoral), will take the pupil's concern seriously, consider actions that can be taken to address it and will provide the pupil with a response. If a response can be provided in person at the time

of the meeting, the Assistant Head (Pastoral) will also confirm the response in writing (by email) to the pupil within 48 hours of the meeting. If a response cannot be given at the time of the meeting, the Assistant Head (Pastoral) will inform the pupil how and when they will reply and to what timescale. The written response will form a response record. This will be known as a 'stage 2' pupil concern.

7. If, after receiving a response from the Assistant Head (Pastoral), the pupil remains dissatisfied, the next option available to them would be to involve their parent or guardian who may wish to raise the issue on their behalf, informally or otherwise, under the Complaints Policy and Procedure

Monitoring

8. The Assistant Head (Pastoral) will keep a log of any stage 2 concerns raised with them by pupils and record outcomes, in order to identify patterns or the need for additional action.
9. The Assistant Head (Pastoral) will report on stage 2 concerns to the Deputy Head (Pupils) at least twice termly, and without delay if there is cause to be concerned about any individual or a pattern of behaviours.
10. If, at any stage in the above process, the houseparent or the Assistant Head (Pastoral) identifies a safeguarding issue or risk to a pupil, they will inform the Designated Safeguarding Lead and the Senior Deputy Head immediately.

Commitment to pupils

11. No pupil will be viewed negatively or penalised in any way for raising a concern in good faith. It is important for pupils and parents to know that pupils can raise concerns, which will be taken seriously, with no possibility of negative consequences.

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Date of last review: September 2022

Date of next review: September 2023