



Complaints Procedure (Boys) Policy

Policy number	US013 / ISI 33a
Applies to	Upper School
Endorsed by	Head Master
Responsibility	Vice Master
Date reviewed	September 2023
Next review	September 2024

Complaints Procedure (Boys) Policy

If you feel that you would like to complain about something (for instance, a sanction) affecting you or on behalf of fellow pupils, you should talk to a member of staff that you can trust (taking a friend, another member of staff or a parent with you if you wish). If you are making a complaint about a member of staff or anyone else, you do not need to inform that person.

It is particularly important for you to be aware that, if you are in trouble over something, you may have your tutor or a friend with you when you are talking with your Housemaster, Vice Master, Head Master, or other senior teacher.

If you have a complaint, that you have not been able to resolve with either your Tutor or Housemaster, you should refer the matter to the Vice Master. This may be done either orally or in writing. The Vice Master will then meet you.

If the matter is not resolved following discussion, then you may ask the Vice Master to refer the complaint to the Head Master, or you may write yourself. This must happen within seven days of the event that triggered the complaint. If you wish it to be considered a formal complaint, the Vice Master will register the complaint noting how the complaint has been resolved.

On receipt of your written complaint, it will be registered and either the Head Master or Vice Master will speak to you personally indicating that they have seen the complaint and that it will be attended to within two working days of your making it.

You will then be asked to talk the matter through with the Head Master (or, in his absence, the Vice Master). You may invite a parent, pupil or member of staff of your choice to come to this meeting with you. After the meeting you will receive a written response to your written complaint.

If, at any stage of the process, you are dissatisfied with this procedure, you may talk to your parents and you may decide that they will pursue the complaint on your behalf. A separate policy covers this procedure.

At Bedford School we care very much about individuals and their concerns, and hope that these guidelines will help you resolve any difficulties you may encounter.

Pupils will not be penalised in any way for making a complaint in good faith.

This policy includes complaints about boarding provision, which will be responded to in line with this policy.