

TASIS



THE AMERICAN SCHOOL IN ENGLAND

Complaint Procedure for Boarding Students

The current version of any policy, procedure, protocol or guideline is the version held on the TASIS website. It is the responsibility of all staff to ensure that they are following the current version.

Document

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1. Introduction

- 1.1. 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 of complaint are available:
- speaking to House Parents, the Director of Boarding, the Head of Upper School Student Life, the Medical Centre Manager or the Designated Safeguarding Lead;
 - speaking to a school counsellor or any other responsible adult privately;
 - speaking to the Head of School or Deputy Head of School privately.

2. Making a Formal Complaint

- 2.1. A student will not be penalised for making a complaint in good faith. We take complaints very seriously and investigate them thoroughly.
- 2.2. If any student feels the need to make a formal complaint about a matter which is causing him or her distress or a problem which cannot be resolved otherwise, the student may inform the Director of Boarding either verbally or in writing. The Director of Boarding and the Head of Upper School Student Life will then discuss the matter with the student as soon as possible, they may put the student in touch with an appropriate person outside the School if that is seen as necessary and the student is in agreement.
- 2.3. If a student wants or prefers to talk to someone outside the School rather than to someone inside it, the student can talk to his or her parents or any of the following: the Independent Listener, ChildLine, the NSPCC Helpline, the Children's Commissioner or Surrey's Children's Social Care department. These agencies may be useful if the problem is about a student's welfare rather than to do with teaching or learning. These are their details

a. Independent Listener:

Mrs. Linda Gillham
 Telephone: 01932 582350
 Email: tasisfil@tasisengland.org



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

b. Surrey Children's Services:

0300 123 1630 (09:00 – 17:00 Monday – Friday)
 01483 517898 - Any other time



If you are concerned about the safety of a child, young person or an adult you can contact Surrey Multi-Agency Safeguarding Hub (MASH). The Multi-Agency Safeguarding Hub (MASH) responds to initial enquiries about children, young people and adults. The MASH is based at Guildford Police Station and combines Children's Service social workers, Adult's Service social workers, and health and police staff.

Email: mash@surreycc.gov.uk - emails are dealt with during normal office hours

Out of hours phone: 01483 517898 to speak to the emergency duty team.

- c. **The Children's Commissioner:** Telephone: 0800 528 0731
www.childrenscommissioner.gov.uk



Help at Hand is 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**.

The Children's Commissioner for England, **Anne Longfield**, is responsible for promoting and protecting the rights of children and young people, and making sure their voices are listened to. Our 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.

d. ChildLine: 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!'

e. NSPCC Helpline: 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.

f. Tootoot: Online anonymously

www.tootoot.co.uk

Tootoot gives students a safe voice to be able to report incidents of bullying, cyber bullying, racism, extremism, radicalisation, sexism, mental health and self-harm directly to their place of learning. Tootoot gives students an alternative way to disclose their concerns when they are unable to do so face-to-face.



3. Procedure When a Formal Complaint is Made

- 3.1. The person to whom a serious complaint is made (usually the Director of Boarding, The Head of Upper School Student Life, the Deputy Head of School or the Head of School) will keep a written record of that complaint and of its outcome. The Head of School, or someone delegated by them to do so, will review these records regularly.
- 3.2. A complaint made by a student will be resolved, either to the student's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within 72 hours wherever possible.
- 3.3. There is a separate complaints procedure for parents. A student's parents may wish to invoke the 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 above.

4. Procedure When the Outcome of a Formal Complaint is Felt to be Unsatisfactory

- 4.1. If a student, or his 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. Fernando Gonzales, the Chair of the Board of Directors, TASIS The American School in England, Coldharbour Lane, Thorpe, Egham, TW20 8TE, flg@tasisengland.org.

5. Complaints relating to boarding provision

- 5.1. 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.

TASIS is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. It is our aim that all students fulfil their potential.