

## Complaints Procedure for Students

If you feel that you are not being treated fairly, or that there is something seriously wrong at school, you should turn first to a member of staff you feel you can trust, or one of the people, including the Independent Listener, suggested in the school's *Where Do I Go For Help?* Leaflet. This is available from the house staff, matrons, deputy head and on Flat.

If you still feel dissatisfied after that you are free to make a formal complaint to the Head or the MHSS. You can do this by asking to see him and talking it over with him. You are welcome to bring a friend to this meeting, either an adult such as your tutor or house staff, or another student in the school. The complaint will then be written down in the complaints register (held by the MHSS) and fully investigated. If you prefer you may write to the Head who will then ask you to come and see him.

The outcome of the investigation will be made known to you as quickly as possible.