



BOARDERS' COMPLAINTS PROCEDURE

School update	
Responsible for review of policy	Deputy Head Pastoral
Last school update	November 2025
Governor Sub-Committee approval	
Sub Committee to review and approve	Pastoral
Review Period	3 years
Last Sub- Committee review date	November 2025
Scheduled review	November 2028
Approved by Sub Committee (Meeting date)	13 November 2025
Next Sub-Committee Review	November 2028
Related policies	Complaints policy

Uploaded to Staff Shared	November 2025
Uploaded to Website	Novmeber 2025

STATEMENT OF INTENT

We hope and expect that the vast majority of complaints and concerns are dealt with quickly and informally. Our objective is to resolve complaints with an appropriate outcome which balances the rights and duties of pupils, without unreasonable delay.

PROCEDURE

- If a boarder has a complaint, she should normally speak to her Housemistress. In most cases the matter will be resolved immediately. If the Housemistress cannot resolve the matter alone, she will consult with the Deputy Head Pastoral/Head of RMS.
- If a boarder/boarder's family makes a complaint to a member of the teaching staff, it should be referred immediately to the Deputy Head Pastoral.
- A written record of all concerns and complaints and the date on which they were received will be made. The School's record of complaints distinguishes those relating to boarding.
- Any complaint or concern relating to the conduct of a member of boarding staff should be communicated directly to the Deputy Head Pastoral or Head of RMS.
- An immediate resolution of any complaint will be sought and, after appropriate investigation, will be communicated to the girl and her parents. A full record will be kept on the file.
- If the parent remains dissatisfied, the formal complaints procedure should be followed, which permits appeal to a Panel of Governors.(See Complaints Policy)
- A boarder making a complaint in good faith is guaranteed immunity.

External Agencies

Independent boarding schools are inspected by Independent Schools Inspectorate who may be contacted on 0207 600 0100. ISI would normally expect the School's formal complaints procedure to have been exhausted prior to contact.

Or, alternatively, contact the Children's Commissioner

(www.childrenscommissioner.gov.uk)

Boarders or parents wishing to make a complaint directly to the Local Authority Designated Officer for Child Protection should contact: LADO.Referral@hertfordshire.gov.uk