

Complaints Procedure

What to do if you have a complaint: the Complaints Procedure for pupils

It is always best to deal with a complaint about something by speaking directly to the person concerned. The vast majority of complaints can be sorted out in this way. However, if pupils feel the need to express themselves more fully, or if concerned, worried, or upset about any matter that affects their (or anyone else's) welfare, then there are three possible courses of action which form a progression.

The Informal Procedure

In the first instance, it is recommended that the pupil gets in touch with one or more of the following: his/her parents, a senior pupil (e.g. a House or College prefect) any member of staff, their Tutor, the Housestaff, the Sub Warden Academic, the Sub Warden Pastoral (who has a special responsibility for these things), the Chaplain, the School Doctor or the Medical staff, or the Warden.

The Formal Procedure

If a pupil is dissatisfied with the results of the Informal Procedure, or feels that informal discussion is inappropriate to the situation, then he/she should speak to a Senior member of staff or may hand a formal written complaint to relevant Housestaff, Sub Warden Pastoral or the Warden.

Such a complaint will normally receive a written reply within 48 hours, and if necessary may be referred to the Internal Review Panel, which may ask to hear the case. The Panel will consist of the Sub Warden Pastoral and the School Chaplain. This group will report to the Warden recommending any action that might be appropriate.

The Care Inspectorate is a Government organisation which, amongst other things, deals with complaints or concerns of young people in boarding schools. If you are unhappy with the decision the College has made relating to a complaint you have made, or if you have a serious concern, then you can contact the Care Inspectorate.

Compass House
11 Riverside Drive
Dundee DD1 4NY
Tel: 0345 600 9527

You can raise a serious complaint with the Care Inspectorate but for most routine matters they would refer it back for the College to deal with.

You can also contact: Child Line: 0800 1111, or the Perth & Kinross Council Child Protection and Duty Team on 01738 476 768.