



Boarders Complaint Procedure

Academic Year 2025-2026

Aims and Principles

St Paul's Cathedral School is a Christian, co-educational community which holds to the values of love, justice, tolerance, respect, honesty, service and trust in its life and practice, to promote positive relationships throughout the school community and where the safety, welfare and emotional well-being of each child is of the utmost importance.

The school aims to instil a love of learning through a broad curriculum. It aims to give each pupil the opportunity to develop intellectually, socially, personally, physically, culturally and spiritually. All pupils are encouraged to work to the best of their ability and to achieve standards of excellence in all of their endeavours.

Through the corporate life of the school, and through good pastoral care, the school encourages the independence of the individual as well as mutual responsibility. It aims to make its pupils aware of the wider community, espouses the democratic process and encourages a close working relationship with parents and guardians.

Boarders Complaint Procedure

This document sets out the procedure Boarders can use to raise any complaints or concerns. Having an effective complaint procedure is vital to the wellbeing of our Boarders. As stated in our Statement of Boarding Principles, we want the choristers to find boarding a rich, positive and rewarding experience: Boarders 'are encouraged to share their success and disappointments, to support each other, to learn tolerance and accept each other's differences'.

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, with appropriate action taken. Most difficulties can be sorted out in this informal manner. We encourage Boarders to share any concerns they have about school life with a member of staff at school and with their parents promptly, so that we can support them in overcoming any difficulties they experience. Individual conversations between boarders and the staff team are part of the proactive approach we take to promoting the wellbeing of our Boarders.

Who can pupils talk to?

Boarders are always told which of the residential team are on duty and they can speak to the duty staff about any complaint or concern. If boarders wish to speak to another staff member, duty staff will arrange this for them:

- **Head of Boarding** (Mr Joe Gorman), also **Deputy Designated Safeguarding Lead**
- **Deputy Head** (Mrs Caroline Heylen), also **Designated Safeguarding Lead**
- **Head** (Mrs Judith Fremont-Barnes)
- **School Nurse or First Aider**
- **Chaplain** (Rev Paula Hollingsworth)
- **Any member of the staff team**

Boarders also have contact details for the **Independent Listener** (Mrs Jane Sladdin)

Wish and Worry Boxes

Wish and Worry Boxes are provided at school to allow our pupils an opportunity to raise their concerns in an alternative way if they do not wish to raise them face-to-face. Boxes are found in our Library and in the Boarding House. Notes can be left anonymously if pupils prefer. The boxes are monitored by the Head of Boarding and the Deputy Head.

Making a Formal Complaint

If a complaint or concern cannot be resolved informally, a boarder may wish to make a formal complaint. A pupil will not be penalised for making a complaint in good faith. We take complaints very seriously and investigate them thoroughly.

A pupil can raise a formal complaint, either verbally, or in writing, to the Head of Boarding or to the Deputy Head, or to any other member of staff (who will then refer the complaint to the Head of Boarding or Deputy Head).

Procedure When a Formal Complaint Is Made

The person to whom a formal complaint is made will make a written record of that complaint and of its outcome. All complaints related to Boarding are handled by the Head of Boarding and the Deputy Head (also Designated Safeguarding Lead) and reviewed by the Head on a half-termly basis.

A complaint made by a pupil will be resolved, either to the pupil's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within three working days wherever possible. A pupil will be given a written response to the complaint they have raised. Parents will be informed of the complaint and its outcome.

There is a separate complaints procedure for parents. A pupil's parents may wish to use the complaints 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 within this policy.

Procedure when the outcome of a formal complaint is felt to be unsatisfactory

If a pupil, or their 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 the Chairman of Governors, Prof. Paula Gooder, (at the school address 2, New Change, London EC4M 9AD or by email to chair@spcs.london.sch.uk).

Record Keeping

In line with Standard 14 of the National Minimum Standards for Boarding Schools (DfE, 2022), the school's written record of complaints identifies complaints relating to boarding provision, and any action taken by the school as a result of those complaints.

USEFUL CONTACTS- Who can Boarders call?

Independent Listener: Mrs Jane Sladdin

Telephone: See posters in school

The school has a system whereby any child or young person who wishes to talk to an independent adult can do so. Conversations are confidential unless a pupil is at risk of harm.

Chaplain: Rev Paula Hollingsworth

Telephone: See posters in school

Boarders are always welcome to contact the Chaplain who can provide a listening ear by phone or in person (booking system by slots on the form outside the Deputy Head's Office). Conversations are confidential unless a pupil is at risk of harm.

ChildLine:

Telephone: 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!'

NSPCC Helpline:

Telephone: 0800 800 5000

The NSPCC helpline provides help and support to thousands of parents, professionals and families. 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.

The Children's Commissioner:

Telephone: 0207 783 8330

The Children's Commissioner for England, Rachel de Souza, is responsible for promoting and protecting the rights of children and young people and making sure their voices are listened to. The 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. More details can be found at www.childrenscommissioner.gov.uk.

Help at Hand:

Telephone: 0800 528 0731

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.

City of London Children and Families Team (Social Care)

Telephone: 0207 332 3621/0208 356 2710 (out of hours emergencies)

The Social Care team deal with safeguarding emergencies relating to children and young people resident in the City of London.