



TRURO SCHOOL



SENIOR SCHOOL

Complaints Policy for Boarders

A copy of this policy is published in the following areas: The school's website and Staff shared area
Reviewed and updated: Summer 2025
Date for review: Summer 2026
Created by: Head of Boarding
Reviewed by: Head of Boarding and Deputy Head (Pastoral)

Boarders' Complaints Policy

A copy of this policy is published in the following areas:

The school's website

Created: August 2025

Date for review: August 2026

Reviewed by: Deputy Head (Pastoral) and Head of Boarding

Every pupil in our School has a voice that is valued. The school has a clear and accessible process for boarders to raise concerns or complaints about boarding. The School takes all concerns or complaints seriously. The purpose of this policy is to ensure that there is a clear and easily accessible process for boarders to raise their own complaints about boarding provision. Boarders are not penalised for raising a complaint in good faith.

In accordance with Standard 14 of the National Minimum Standards for Boarding Schools (DfE, 2022), 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.

As well as their Form Tutors and Heads of Year, all boarders are allocated a Boarding Tutor who has responsibility for their pastoral and academic support. Boarders are also able and encouraged to discuss matters directly with their Housemaster/Housemistress and the Head of Boarding.

Complaints and concerns about other boarders

Where boarders wish to raise a complaint or concern regarding other boarders, their first point of contact would be with their Boarding Tutor, who would follow up appropriately with the Housemaster/Housemistress or the Head of Boarding.

Boarders are also able to raise complaints or concerns about other boarders with their Boarding Tutor, the Head of Boarding or other members of the school pastoral team. In all cases, such concerns will be reported by staff to the Head of Boarding.

Complaints and concerns about boarding staff

Where a boarder wishes to raise a complaint or concern about a member of boarding staff, their point of contact would be with the Head of Boarding.

Where a boarder wishes to raise a complaint or concern about the Head of Boarding, their point of contact would be with the Deputy Head (Pastoral).

Complaints and concerns about boarding provision

Where a boarder wishes to raise a concern or complaint about boarding provision, their point of contact would be with the Head of Boarding.

Record keeping and follow up actions

Our boarder complaints and concerns procedures form part of our boarder pastoral support and PHSEE programme and are displayed clearly on house noticeboards.

A record of all concerns or complaints made under the provision of this process will be maintained by the Head of Boarding, together with a record of actions taken and follow up to resolution. Boarders are not penalised for raising a concern or complaint in good faith. The Head of Boarding will keep under review any emerging patterns arising from complaints.

General boarder suggestions and house related matters

In addition to this process, boarders can raise more general suggestions, concerns and house related matters within our programme of House Meetings. Minutes from these meetings are provided and posted upon house noticeboards, together with next steps/actions. For boarders wishing to raise suggestions privately or anonymously, house suggestion boxes can be accessed which are monitored and followed up on by the Head of Boarding.

There is a separate Complaints Policy for parents.