TRURO SCHOOL

SENIOR SCHOOL

Boarders' Complaints Policy

A copy of this policy is published in the following areas: The school's website
Reviewed: September 2026
Date of next review: September 2027
Created by: Head of Boarding

Reviewed by: Deputy Head Pastoral and Head of Boarding

TRURO SCHOOL

Boarders' Complaints Policy

A copy of this policy is published on the school's website and is available in boarding houses through noticeboards and the boarder complaints information/QR route.

Created: August 2025
Academic year: 2026-27
Reviewed: August 2026
Next review: August 2027
Reviewed by: Deputy Head (Pastoral) and Head of Boarding

Every boarder has a voice that is valued. The school provides a clear, accessible and child-friendly process for boarders to raise concerns or complaints about boarding. A boarder will not be penalised or disadvantaged for raising a concern or complaint in good faith.

This policy reflects Standard 14 of the National Minimum Standards for boarding schools (DfE, May 2026). It should be read alongside the school's safeguarding, behaviour, anti-bullying and parental complaints policies.

How a boarder can raise a concern or complaint

A boarder may speak to, write to or contact any trusted adult, including a Boarding Tutor, HsM, the Head of Boarding, Form Tutor, Head of Year, member of the Pastoral Team, the Designated Safeguarding Lead (DSL) or a Deputy DSL. They may also use the published QR route or suggestion box. A boarder may ask a friend or trusted adult to help them explain their concern.

A boarder does not have to complain first to the person involved. Anonymous concerns will be considered, although anonymity can limit the school's ability to ask questions or report back.

Who will handle the complaint

- A complaint about another boarder will normally be referred to the relevant HsM or Head of Boarding, with safeguarding staff involved where necessary.
- A complaint about boarding provision or a member of boarding staff will normally be handled by the Head of Boarding.
- A complaint about the Head of Boarding will be handled by the Deputy Head (Pastoral). A complaint about the Deputy Head (Pastoral) may be made to the Head.
- If the concern suggests that a child may be at risk of harm, the safeguarding policy takes priority and the DSL or a Deputy DSL will be informed without delay. Complaint handling will not delay protective action or a referral to another agency.

Independent and external support

Boarders may contact the school's independent person identified in the Boarders' Handbook and on house notices. They are also given details of at least two child-specific support services, including Childline and the Children's Commissioner Help at Hand service, and will be helped to access advocacy where necessary.

How the school will respond

- The member of staff receiving the complaint will listen, take the boarder seriously, explain that information may need to be shared to keep people safe, and make an accurate record.
- The complaint will be passed promptly to the appropriate person. The boarder will be told who is handling it and how they will be kept informed. The school will acknowledge a complaint normally within two school days.
- The person handling the complaint will consider the boarder's wishes and feelings, gather proportionate information, take necessary action and avoid unnecessary delay. The boarder may be accompanied by a trusted adult or supporter.
- The boarder will receive an age-appropriate explanation of the outcome and any follow-up that can properly be shared. If the matter takes longer than expected, the boarder will be updated.
- If the boarder remains dissatisfied, they may ask the next senior person identified above to review how the complaint was handled. Parents/carers may use the separate parental complaints policy.

Record keeping and follow-up

The Head of Boarding maintains the boarding complaints record. It identifies complaints about boarding provision separately and records the nature of the complaint, action taken, outcome and follow-up, whether or not the complaint is upheld. Complaints made and later withdrawn are also recorded. Safeguarding records are maintained under the safeguarding policy.

The Head of Boarding and Deputy Head (Pastoral) review emerging patterns, timeliness, outcomes and learning from complaints. Appropriate changes are communicated to boarders where possible, while respecting confidentiality and data protection.

Suggestions, feedback and house matters

Boarders may also raise suggestions and general house matters through House Meetings, House Council, Food Council, surveys, individual conversations, Orah wellbeing check-ins or suggestion boxes. Minutes or feedback should show the action taken or explain why a change is not possible.

This policy is introduced during boarder induction and revisited through the boarding PSHEE programme. Staff receive guidance on what to do when a boarder raises a concern or complaint.

There is a separate Complaints Policy for parents/carers.