

## STUDENT COMPLAINTS PROCEDURE

The full procedure, setting out for students how to make complaints, is detailed in the attached Notice, which has been issued to students and their parents. Put simply, the following are the progressive steps which can be taken by a student with a problem:-

1. The student should approach someone in who they have trust - the Class Teacher or any other member of staff, the Independent Listener or his/her own parents. This would be informal initially, but he/she may wish to be accompanied by a fellow student or another teacher.
2. The student should put the complaint in writing to his/her Class Teacher. This will ensure that a formal record of the complaint is put in the School's Complaint Book and he/she receives a written response.
3. The Headmaster or his Deputy will, within 2 days of the registration of the complaint reply in writing that the complaint has been received and is being considered.
4. Within a week of receiving a letter from the Headmaster, the student will be invited to meet the Headmaster or his Deputy to discuss the complaint. He/she can choose to be accompanied to the interview by a friend, a fellow student or a teacher. He/she will receive written confirmation of the decision of the review within two days of the meeting.
5. If, within two days of the interview the complaint has not been resolved to the student's satisfaction, he/she may contact the School Chaplain or the Independent Listener to talk to him/her and advise him/her. The student may be accompanied to the interview if it is wished.
6. If the student is still not satisfied, he/she should write to the Headmaster asking that he/she be permitted to make his/her case to a Panel of three persons appointed by the Chairman of the Trustees. At least one of the members of the Panel will not be a member of the School's staff and none will have been involved directly in the handling of the complaint.
7. The student will be given appropriate advance notice of the proposed date of the Panel meeting and the names of the Members. He/she may ask that one of his/her parents, or any other person with a connection with the School, accompany him/her to the hearing of the complaint.
8. The Panel will issue a confidential written statement of their findings and recommendations (if any) within seven days of the conclusion of the meeting, of which copies will be sent to the student, the Chairman of the Trustees, the Headmaster, any person who accompanied the student to the Panel Meeting and the staff member or members about whom he/she was complaining.

9. The confidential statement will be filed in the confidential section of the School's Complaints file, together with any relevant records. The papers will be destroyed twelve months after the Panel Meeting or the date on which the student leaves the School, whichever is the earlier.

RIKKYO SCHOOL IN ENGLAND

## **STUDENT COMPLAINTS PROCEDURE**

### **How to deal with any personal problems or complaints**

This sheet is for your personal use. Read it and keep it safely. It explains what you can do if you have any problem and what you may do if you wish to complain about how you are, or have been, treated. If you do not understand anything in this sheet ask your Class Teacher or a fellow student to explain it to you. Should you lose this sheet, refer to one of the School Notice Boards where a copy will always be on display.

### **What do I do if I want to talk to someone?**

Remember that you have close friends or an older student who may be able to help. Your Class Teacher and any other member of the School staff you know are always ready to listen and help you if they can. You may prefer to talk to one of the following:-

- your Assistant Class Teacher
- your parents
- the Japanese Matron or English Assistant Matron
- the School Chaplain
- a Teacher you can trust
- Mrs Hideko Martin, the School's Independent Listener, whose address and telephone number can be found next to the pay phones in the Administration Block.

### **What happens if I want to make a complaint?**

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you feel you are being treated. The first thing you should do is speak to any member of the School staff you trust. You can take a friend with you if you wish. Most problems can be resolved in this way.

However, if your problem cannot be settled to your satisfaction, then you can make a formal complaint by writing to your Class Teacher telling him/her that you wish to make a complaint. What will happen then is:-

- your complaint will be written in the School Complaints Book held by the Headmaster;
- within two days of making your complaint you will receive a written reply from the Headmaster or his Deputy saying that he has seen your complaint and that it is being considered;

- you will then be asked to meet either the Headmaster or his Deputy to discuss the matter. You can take a friend with you to the interview, a fellow student or a teacher;
- if within two days of your interview your problem has not been settled to your satisfaction you may contact the School Chaplain or the Independent Listener, who will come to the School to talk to you, and advise you. You may take a friend with you to the interview;
- at the end of the interview, it will be up to you to decide what to do.

**Note that you do not have to inform staff or anyone else that you are complaining about them.**

### **Things that might make you unhappy or upset:-**

- you feel you have been treated unfairly;
- you feel that a punishment is unjust or unfair;
- an older student has treated you unkindly;
- you are being bullied;
- you find it difficult to make friends;
- you feel that no-one understands the difficulties you are having with your School work;
- you feel the food is not as good as it should be;
- someone is making fun of you;
- you feel that there is not enough respect for your privacy;
- someone has taken something belonging to you and has not returned it;
- anything else you think is wrong.

**Do not be afraid to complain. It is your right to be treated fairly and it is your right to complain if you think you are not being treated fairly.**

*\*In year 2010/11, there was one formal complain from student.  
In year 2011/12, there was one formal complain from student.  
In year 2012/13, there was one formal complain from student.  
In year 2013/14, there was one formal complain from student.*