



Pupils' Concerns

Kimbolton Preparatory School

The Pastoral System at Kimbolton Preparatory School deals effectively with matters of concern. Children are encouraged to express their concerns with friends or any adult within the school community. Additionally children may note their concerns and put the message in the 'Suggestion Box'. Procedures are laid out in the Child Protection and Safeguarding Policy

In most cases problems can be sorted out quickly and to a positive conclusion. However there may be occasions when it is necessary to make a formal complaint and the following procedure should be adopted:

- The pupil must raise their concerns with any member of staff with whom they feel comfortable, to outline their concern.
- The member of staff will document their concern in writing. Should the concern be discussed with a parent then this will be documented and a copy forwarded to the Prep SMT.
- The staff/pupil concern will be registered with the Head/Deputy Head of the Preparatory School. Either or both will discuss the matter with the pupil within a period of 48 hours during term time. The Head/Deputy will investigate fully the nature of the concern, contacting, where necessary, others relevant to the situation taking appropriate notes. Pupils will be kept informed of the process.
- Following the investigation the Head/Deputy will inform the pupil of the outcome and explain any necessary action that is to be taken.
- If at any stage the pupil is dissatisfied with any part of the procedure he/she may refer the matter to any other member of staff who will take the matter up with the Headmaster of Kimbolton School.
- Parents will be informed as appropriate.

If the pupil would prefer to talk to someone not as closely associated with the school, there is a School Counsellor available in confidence who can be contacted via the School Nurse. The number for Childline is 0800 1111 and is available on the Kim Club notice board.

Reviewed: October 2015
Headmaster