WINCHESTER COLLEGE

Complaints Procedure for Pupils

September 2026

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Next review September 2027

This policy links with and should be read in conjunction with:

- Pupil Voice Forums
- Child Protection and Safeguarding Policy

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Summary of changes from previous version

For the academic year 25/26 the School received no formal pupil complaints

Complaints Procedure for Pupils

Introduction

Pupils should always feel that they can take a problem or complaint to any adult charged with their care and receive a sympathetic hearing. Most difficulties can be sorted out in this informal manner. The following avenues of complaint are available:

- Speaking with Pupil Council members.
- Speaking to the Second Master or the Headmaster.
- Speaking to the Housemaster or Head of House privately.
- Speaking to the Designated Safeguarding Lead (DSL) or Deputy DSL.
- Speaking privately to the Div Don, Chaplain, School Counsellor or any other responsible adult.

All contact details are available in Short Roll or on House Notice Boards.

1. Making a formal complaint

- A pupil will not be penalised for making a complaint in good faith. However, because we take complaints seriously and investigate them thoroughly, all pupils, should be clear that they have proper grounds for a complaint before making it.
- If any pupil feels the need to make a formal complaint about a matter which is causing them distress or a problem which cannot be resolved otherwise, they may inform the Headmaster or Second Master either verbally or in writing. The Headmaster or the Second Master will discuss the matter with the pupil as soon as possible or put them in touch with an appropriate person outside the School.
- If a pupil feels that they need or prefer to talk to someone outside the School rather than to someone inside it, they should talk to their parents or to one of the Independent Listeners, Children's or Social Services or ChildLine. These agencies may be useful if the problem is one of welfare rather than to do with teaching or learning. Contact details are available on House Notice Boards or Appendix 3 of the Child Protection and Safeguarding policy, available at: Child-Protection-and-Safeguarding-Policy-September-2025.pdf

2. Procedure when a formal complaint is made

- The person to whom a serious complaint is made (usually a Housemaster, the Second Master or the Headmaster) will keep a written record of that complaint and of its outcome. The Headmaster, or someone delegated by them to do so, will review these records regularly.
- 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 pupils, within 72 hours wherever possible.
- There is a separate complaints procedure for pupils' parents. A pupil's parents may wish to invoke the 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 above.

3. 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 Bursar (Secretary to the Governing Body), Dr D.C. Cole, at 7 College Street Winchester SO23 9NA or dcc@wincoll.ac.uk.

For the academic year 25/26 the School received no formal pupil complaints