

Bridge School Malvern



Document Owner	Clare Stanton	Governor ratification	Yes
Review period	Bi-annually	Last reviewed	Sept 26

Pupil Complaints Policy

If you have a problem or a complaint whilst attending the Bridge School Malvern you should:

1. Notify your Coach/Tutor or another member of staff verbally of any problem you have.
2. If you are still not happy, you can talk to Simon and Sue at Hanley, or Neil and Vicky at the BSF.
3. We will do everything we can to resolve your complaint.
4. If you are still not happy, you will need to put your complaint in an email to the Chair of Governors:

Sarah Slater: sarahslater@bridgeschoolmalvern.org

You will need to say what you are complaining about, and give information that should include: why, who or when etc. See example of a complaint form below.

In the case of a written complaint

First, we will have to look at the facts. A Governor will gather all the available information from you, other pupils, staff, volunteers and any other people involved.

If the Governor agrees that you have been treated unfairly, then the Bridge disciplinary procedure will be applied to the individuals concerned.

You are entitled, at all times, to be accompanied by a person of your choice.

Pupil Complaint Form template:

- Your Name: [Pupil Name]
- Your Year Group:
- Who or what is this about? [Name of teacher, staff member, or issue]
- What happened? (Try to include when and where):
[Write a short description of what went wrong]
- How did it make you feel / How were you affected?
[Describe your experience]
- What would you like to happen to fix it?
[Write what outcome or change you want to see]
- Date: [Today's Date]