

COMPLAINTS PROCEDURE FOR BOARDERS

This document which applies to the whole college inclusive of boarding is publicly available on the college website and upon request a copy (which can be made available in large print or other accessible format if required) may be obtained from the college office.

Scope: All who work, volunteer or supply services to our college have an equal responsibility to understand and implement this procedure and its procedures both within and outside of normal college hours, including activities away from college. All new employees and volunteers are required to state that they have read, understood and will abide by this procedure and its procedural documents and confirm this by signing the Policies Register.

Legal Status: Complies with The Education (Independent School Standards) (England) Regulations and the National Minimal Standards for Boarding Schools currently in force.

Monitoring and Review: These arrangements are subject to continuous monitoring, refinement, and audit by the Principal, who will undertake a full annual review, inclusive of its implementation and the efficiency with which the related duties have been implemented. This review will be formally documented in writing. Any deficiencies or weaknesses recognised in arrangements or procedures will be remedied immediately and without delay. All staff will be informed of the updated/reviewed arrangements and it will be made available to them in writing or electronically.

Reviewed: December 2025

Next Review: December 2026

Signed

David Game
Founder

John Dalton
Principal

Please be aware this is the Complaints Procedure for Boarding Students. If you are a parent who wishes to raise a concern or complaint, please refer to the Complaints Procedure. This covers the whole College parental complaints including Boarding.

Procedure for Student Concerns and Complaints

Here at David Game College, we want everyone to feel part of a safe, inclusive and happy community. From time to time, you may be worried or upset about something and this procedure, together with the student charter, to which all students have access, sets out the procedure for making a complaint. This procedure tells you about various people available to help you, so that you can choose someone you feel you can. We hope by having access to this procedure, you will be able to have your concern or complaint resolved or minimized.

Raising Concerns and Making a Complaint

If you are unhappy or worried about something, you have the right to speak up. Students are encouraged to raise any concerns they may have about their care, wellbeing, or guardianship arrangements. No student will ever get into trouble for raising a concern or making a complaint, whether formally or informally. We encourage concerns to be raised as early as possible so they can be sorted out quickly and fairly.

Students may speak to any member of staff, including their teacher, House Parent, Academic Tutor, boarding staff, or another trusted adult at the College. Staff can help students talk through their concern, develop a complaint, or help put it in writing if needed. Students do not need to manage concerns on their own, and support will always be provided.

David Game College is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. It is our aim that all students fulfil their potential.

Students may also speak directly to the Principal by visiting his office. If a student feels that their concern or complaint is important or urgent, they may go directly to see the Principal, who operates an open-door policy and is always willing to listen to students.

All concerns will be taken seriously, handled sensitively, and responded to in line with the College's safeguarding and complaints procedures.

Making a Complaint

There are two main ways to make a complaint:

1. Informal (verbal) complaint

If your concern is small or you would like to talk something through, you can speak to a member of staff you trust, such as your House Parent, tutor, or another boarding staff member. Many issues can be resolved quickly through discussion and do not need to be written down.

2. Formal (written) complaint

If the issue is more serious, has not been resolved informally, or you would prefer it to be dealt with formally, you can make a written complaint. This can be done by writing it down or using the College's complaints form. A formal complaint will be looked into carefully, and you will be kept informed about what happens next.

It is very important that if you have a complaint, that the College listens to it and takes it seriously. The College is totally committed to listening and acting upon (where necessary) issues raised. Boarders **MUST** never feel uncertain or uneasy about making a complaint. You will be taken seriously and you will not get into any trouble, irrespective of the nature of the complaint or irrespective of what or whom it is against. The staff and all involved in boarding have a duty of care for your wellbeing and safety. No boarder should ever feel that they have not been listened to, disrespected or humiliated, as these are totally against our principles and values. All your fellow boarders and all the staff must be held to account for their own actions in the context of boarding.

Worries and Problem Situations

Is something worrying you?

There are many problems and situations which may upset you. Here are some examples of the things that can be worrying for young people:

- There are pressures or difficulties either at college or from home.
- You feel you are unable to cope with work or for social reasons (for example, pressure or difficulties with friendships).
- You or your friends are being bullied, or treated unkindly by another student for example, unfriendly or incessant teasing, being physically pushed around or being excluded.
- You receive upsetting e-mails or text messages or discover that rumours are being spread about you via social media.
- You feel low, depressed, or ill.
- You feel you are being treated unfairly simply because you are a girl or simply because you are a boy, or because of your colour or religion, or because you have a disability or learning difficulty, or because you may be lesbian or gay.
- You think that another student has done, or is about to do, something seriously wrong or dangerous.
- You are caught in a serious situation that you don't know how to get out of, for example to do with drugs, alcohol, money or sex.
- You feel that another student is not eating properly or may be harming her/himself.
- Someone has hurt your feelings, abused you or made suggestions you think are not right.
- You feel that there are intrusions into your space or privacy.
- You think you are being unfairly treated.
- You feel you have been treated unreasonably by a member of staff.

Everyone has worries, problems and difficulties from time to time. These may be major or minor and may affect either an individual or a group; they almost certainly cause anxiety.

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What should you do?

If any of these things are happening, please talk to someone about it, even if you feel you can handle the situation. It may be that what's going on affects other people at college. It may help to talk first with another student who is a trusted friend. However, sometimes you may also need the help and support of an adult or professional. Choose whoever you feel most comfortable and safe talking to. You might wish to talk to:

- any member of staff;
- your parents;
- Head of Welfare
- the college counsellor accessed through the medical centre or via the head of boarding or the head of pastoral;
- the school medical officer or any of the medical staff;
- the college's Independent Person;
- ChildLine;
- the Children's Commissioner;

If you have a complaint about the college or a member of staff, speaking to one of these people is normally the quickest and most effective way to get to the heart of the problem and resolve it.

Your House Parent and Assistant House Parent are always here to assist you. They will always be prepared to listen. On the other hand, you may wish to speak directly to the Head of Boarding, Principal, the Designated Safeguarding Lead, the Independent Person, the College Doctor or a Counsellor.

Some new problems are best dealt with by individual contact with one person, but others may need to be dealt with by several people. It is important to emphasise that you may choose the people with whom you would like to speak. Your choice may depend on the circumstances and your feelings at the time and you do not have to tell anyone else what you are doing.

Making a Formal Complaint

If you feel that you have not been able to sort out a concern or complaint on an informal basis, you have the right to make a formal complaint. You should put your complaint in writing to the Head of Boarding. You will not get into trouble for making a complaint if you believe that you have a good reason for doing so.

You may wish to involve your parents at this stage if you have not already done so.

A note will be sent back, stating that the comments have been received and are being given attention, within two days. The Principal will be informed of all written complaints from students. The Head of Boarding may suggest a meeting with him discuss the complaint. You may be accompanied to any meeting by a friend or another member of staff. In all cases, you will receive a written answer to your formal complaint explaining what has been decided about the complaint and any action that will be taken.

The Principal will be informed of all written complaints from students. The Head of Boarding and the Principal will keep a record of serious complaints from students and what happened to those complaints and will review them from time to time.

What if you disagree with a decision made by the college about your complaint?

You may wish to involve your parents if you have not already done so. Your parents may wish to make a complaint under the College's Parental Complaints Procedure. If the issue is not dealt with your satisfaction, you can contact the registering authorities directly. If a complaint cannot be resolved through the standard escalation and review channels, it is possible to have the Chair of the College's Governance Advisory Board Committee (GAC) to hear a complaint and along with other members of the GAC, make a judgment on it.

If the matter is not satisfactorily sorted out within another two days, the student is entitled to contact any of the people listed on the student charter. Whoever is contacted can speak to the student at college, again with support if required. The student will be advised about what to do and any further action that is being taken. Student complaints will be taken seriously and *David Game College is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. It is our aim that all students fulfil their potential.*

where there is a genuine grievance, there will be no repercussions. The Principal will keep a record of serious complaints from students and what happened to those complaints and will review them from time to time.

If not satisfied with the outcome of your complaint, your parents may wish to make a complaint under the College Parental Complaints Procedure, outlined in the Complaints Procedure that is available on the College website.

Other Useful Contacts both within and outside of the College are

Independent Person	Email: independentperson1@davidgamecollege.com
Principal	Tel: 02072216665 (ext 121)
Designated Safeguarding Lead (DSL)	Tel: 02072216665 (ext 113)
College Counsellor	Email: r.moran@teach.davidgamecollege.com
NHS	Tel: 111
ChildLine	Tel: 0800 1111
City of London and Hackney	Tel: 01926 410 410
NSPCC Child Protection Helpline	Tel: 0808 800 5000
Children's Commissioner	Tel: 0800 528 0731
Head of Boarding	Tel: 07340 108 900
House Parents	Tel: 07831 594 643 (Boys) Tel: 07392 613 132 (Boys) Tel: 07468 095 183 (Girls) Tel: 07425 388 535 (Girls)
College Nurse	Tel: 07467 469 413

Out of hours numbers: Head of Safeguarding – Nedaa Belal 020 3220 0331