



RIKKYO SCHOOL

COMPLAINTS PROCEDURE FOR STUDENTS

This policy applies to the whole school

Introduction

Students 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 to the Head of Boarding or a member of the Boarding House staff, or the Independent Listener.
- Speaking to any other responsible adult privately
- Speaking to the Home Teacher
- Speaking to the DSL or Headmaster privately.

Making a Formal Complaint

- A student will not be penalised for making a complaint in good faith. We take complaints seriously and investigate them thoroughly.
- If any student feels the need to make a formal complaint about a matter which is causing him or her distress or a problem which cannot be resolved otherwise, the student may inform the Deputy Head (Pastoral) or Head of Boarding either verbally or in writing. The Head of Boarding will discuss the matter with the student as soon as possible or put the student in touch with an appropriate person outside the School.
- If a student feels that they need or prefers to talk to someone outside the School rather than to someone inside it, the student should talk to his or her parents, or the independent listener, or West Sussex Social Services, or ChildLine. These agencies may be useful if the problem is one of welfare rather than to do with teaching or learning. These are their numbers or addresses:
 - Independent Listeners:
 - West Sussex Social Services: 033 022 26664 out of hours: 07711 769657
 - The Children's Rights Director 0800 5280731 www.childrenscommissioner.gov.uk
 - ChildLine: 0800 1111 NCPCC Helpline on 0808 800 5000

Procedure When a Formal Complaint is Made

- The person to whom a serious complaint is made (usually the Head of Boarding or the Principal) will keep a written record of that complaint and of its outcome. The Headmaster, or someone delegated by him to do so, will review these records regularly.
- A complaint made by a student will be resolved, either to the student's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within 72 hours wherever possible.
- There is a separate complaints procedure for parents. A student'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.

Procedure When the Outcome of a Formal Complaint is felt to be unsatisfactory

If a student, or his/her 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 Chairman of Trustees, Mr Sugiyama, at the School's address.

Complaints relating to boarding provision

The School's written record of complaints identifies those complaints relating to boarding provision separately from complaints relating to School practice, and any action taken by the School as a result of those complaints.

Monitoring and Review:

- This policy will be subject to continuous monitoring, refinement and audit by the Headmaster.
- The Headmaster and Chairman of Trustees undertake a formal annual review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.

Signed:

Date: October 2024
Review date: October 2025

Takuya Okuno
Deputy Head (Pastoral)

Toru Okano
Headmaster