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# Priory Hurworth House School

*'A unique service for unique young people'*

## Student Grumbles and Groans Procedure

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|  |   |                           |                     |
|--|---|---------------------------|---------------------|
| <b>Procedure for</b>                   | CYP Complaints -Grumbles and Groans Procedure |                           |                     |
| <b>Associated Priory policy</b>        | Policy Title                                  | <b>Number</b>             | Policy Number       |
| <b>Associated Regulation/Standards</b> | Regulatory body                               | <b>Number</b>             | Standard/Reg Number |
| <b>Unit</b>                            | Hurworth House School                         | <b>Signature (Author)</b> | C Blackett          |
| <b>Issue date</b>                      | Sept 2020                                     | <b>Review date</b>        | July 2021           |

## **INTRODUCTION**

This policy aims to continuously develop an inclusive, child friendly safeguarding system that will not only meet the needs of children with SEN; it will improve practice for all children. The policy will be consistently reviewed in consultation with the student voice, in order to reflect the needs of the current student cohort. Here at Hurworth House School, we pride ourselves on a student empowering environment that responds to student consultations surrounding areas such as teaching, learning and safeguarding.

### **1.1 Grumbles and Groans/Complaints**

Priory Education Services, the Head teacher and staff of Hurworth House School recognise that, despite the happy and positive environment that everyone strives to create, pupils / students will at times feel that there is something they need to complain about.

It is essential that pupils / students are made fully aware of the complaints procedure and that they know that their concerns will be listened to and taken seriously. We acknowledge that this is particularly important in an education setting, when what may appear to be a trivial matter can cause the pupil / student great distress. The initial concern or complaint may also be an indication of a more serious problem that needs to be addressed.

As part of the staff induction programme all staff will be made aware of the importance of listening to pupils / students Grumbles and Groans/Complaints and the school's procedures for dealing with Grumbles and Groans/Complaints.

All pupils will be made aware of the following processes and procedures at interview, on admission and during the pupils / students induction period their Keyworker also explains the Grumbles and Groans/Complaints procedure.

If a pupil has any complaint, whether against a member of staff, another pupil or about their general wellbeing in school etc, they should register their complaint with any member of staff and record this on the grumbles and groans sheet. This form is used to address issues which may not reach a formal complaint stage; issues not as serious as an official complaint. The staff member should then inform SLT. If either are unavailable, the most senior member of the education staff should be informed.

During school hours the staff member would normally be the pupil's form teacher, tutor or teaching assistant in class.

The SLT will ensure the complaint is recorded officially and that the complaint is acted upon. The complaint will be recorded and stored in the individual student's area, with evidence of response and outcomes. The pupil should receive a response and

informed of any further action that needs to be taken.

If the pupil is still dissatisfied with the actions taken or outcomes of the SLT investigation of the complaint, they may then take the matter further by taking their complaint to the Head teacher who will then investigate the matter further.

If a pupil feels unable to speak to any member of staff, due perhaps to the nature of the complaint they may telephone Parent/Carer, Guardian, Social Worker or any other relevant person.

This policy is designed to provide a child friendly practice guidance, with a personalised agenda for children with SEND. Hurworth House School works specifically with children and young people with SEND. In line with Safeguarding Disabled Children (2019), it is recognised that children with special educational needs and disabilities face additional safeguarding challenges.

These can include:

- Assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the child's disability without further exploration;
- Being more prone to peer group isolation than other children;
- The potential for children with SEN and disabilities being disproportionately impacted by behaviours such as bullying, without outwardly showing any signs; and
- Communication barriers and difficulties in overcoming these barriers.

In order to ensure we are providing an inclusive, accessible 'Grumbles and Groans Procedure' we have the current procedure in place:

- Child friendly step by step process
- Child friendly guide on how to make a complaint
- Alternative choices for lower cognitive ability; drawing, circling emotions.

## Young Person Complaints Procedure Process

| INFORMAL PROCEDURE – STAGE 1   | SCHOOL ACTION   |
|--|---|
| <p>Informal discussion with the relevant member of staff; form tutor, class teacher this will usually result in resolution to the issue.</p>   | <p>Staff will write down your thoughts and feelings. Staff will discuss this with SLT. These thoughts/feelings may need to be passed onto social workers, local authorities, parents/carers or SEND managers. You will receive a receipt of complaint within 5 days.</p> <p>If you are happy with the outcome of this your complaint will be recorded and this will be classes as 'resolved'.</p>             |
| FORMAL PROCEDURE – STAGE 2   | SCHOOL ACTION   |
| <p>The complaint is submitted to a member of SLT.</p>  | <p>SLT member will call you in for a face to face discussion, actions and outcomes will be agreed.</p>  |
| FORMAL PROCEDURE – STAGE 2   | SCHOOL ACTION   |
| <p>The complaint is submitted, either verbally or in writing, to the Headteacher.</p>  | <p>Headteacher (Claire) will respond to you within 2 days. This will tell you what will happen next. If needed immediate safeguarding will be taken.</p>  |
| FORMAL PROCEDURE – STAGE 3   | SCHOOL ACTION   |
| <p>A written complaint is submitted to the Chair of Governors (Sharon Pearson)</p>   | <p>The Chair or nominated governor acknowledges receipt within 5 school days and will later provide a full written response. Information is provided to the complainant on how to progress the complaint to Stage 4.</p>  |
| <p style="text-align: center;"><b>Further contacts</b></p> <p><b>These external agencies are there to support you at any time. If you are feeling unsafe or want some extra support you can speak to them.</b></p> | <p style="text-align: center;"><b>Telephone Numbers</b></p> <p style="text-align: center;">Child Line<br/>0800 1111</p> <p style="text-align: center;">NSPCC Helpline<br/>0808 800 5000</p> <p style="text-align: center;">OFSTED<br/>0845 6404040</p> <p style="text-align: center;">Barnado's<br/>Young Persons Worker<br/>07747793358</p> <p style="text-align: center;">National Office 0141 226 4441</p> |



