



Kimbolton School
Cambridgeshire

PREPARATORY SCHOOL PUPIL CONCERNS POLICY

Policy owner: Assistant Head Pastoral
SLT Policy
Policy Summary Statement: This is our policy covering Pupil Concerns at the Preparatory School.

Release Date: Autumn 2025 Review Date: Autumn 2026



Pupil Concerns Policy Preparatory School

The Pastoral System at Kimbolton Preparatory School deals effectively with matters of concern. Children are encouraged to express their concerns with friends or any adult within the school community. Pupils are also able to express their concerns through 'Pupil Voice' opportunities, such as questionnaires and surveys, or via the School Council.

Formal procedures are laid out in the Safeguarding Policy and Child Protection.

In most cases problems can be sorted out quickly and to a positive conclusion. However, there may be occasions when it is necessary to make a formal complaint and the following procedure should be adopted:

- The pupil must raise their concerns with any member of staff with whom they feel comfortable, to outline their concern.
- The member of staff will document their concern in writing. Should the concern be discussed with a parent then this will be documented and a copy forwarded to the Prep SLT.
- The staff/pupil concern will be registered with the Head/Senior Deputy Head of the Preparatory School. Either or both will discuss the matter with the pupil within a period of 48 hours during term time. The Head/Senior Deputy Head will investigate fully the nature of the concern, contacting, where necessary, others relevant to the situation taking appropriate notes. Pupils will be kept informed of the process.
- Following the investigation, the Head/Senior Deputy Head will inform the pupil of the outcome and explain any necessary action that is to be taken.
- If at any stage the pupil is dissatisfied with any part of the procedure, he/she may refer the matter to any other member of staff who will take the matter up with the Headmaster of Kimbolton School.
- Parents will be informed as appropriate.

If the pupil would prefer to talk to someone not as closely associated with the school, there is a School Counsellor available in confidence and can be contacted via the Assistant Head Pastoral. The number for Childline is 0800 1111 and is available on the Kim Club notice board and at various points around school.