Complaints Procedure for Boarding Students

This policy applies to the whole school including Boarding and the Early Years. The current version of any policy, procedure, protocol or guideline is the version held on the TASIS England website. It is the responsibility of all staff to ensure that they are following the current version

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Agreed by:

Head of School	**Chair of the Board of Directors**
Bryan Nixon	David King
01 September 2026	01 September 2026

1. Introduction

1.1. In accordance with Standard 14 of the National Minimum Standards for Boarding Schools (DfE, May 2026), 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.

1.2. Boarding students can take a problem, concern or complaint to any trusted adult and be listened to. Most difficulties can be sorted out informally. You can speak to:

a. Your House Parents**,** Director of Boarding**,** Head of Upper School**,** Head of Lower and Middle School, Upper School Pastoral Coordinator**,** School Nurses**,** the Designated Safeguarding Lead (DSL) **or** Director of Inclusion, Wellbeing & Compliance
b. A school counselor or any other responsible adult
c. The Head of School or the Executive Director of Finance and Operations

1.3. **Safeguarding first.** If a concern involves possible harm, abuse, neglect, exploitation, hate incidents/crime, or an allegation about an adult, students (or staff acting for them) must contact the Designated Safeguarding Lead (DSL**)** or a Deputy immediately. Allegations about staff are handled under KCSIE Part 4 (Keeping Children Safe in Education 2026) and may be referred to the Local Authority Designated Officer (LADO)**.**

1.4. **No retaliation.** Students will not be penalised or treated unfairly for raising a concern or complaint in good faith. Protective measures (for example, no-contact directions, timetable/room changes, wellbeing support) will be offered where appropriate.

2. Making a Formal Complaint

2.1. We take complaints very seriously and investigate them thoroughly.

2.2. If any student feels the need to make a formal complaint about a matter which is causing them distress or a problem which cannot be resolved otherwise, the student may inform the Director of Boarding either verbally or in writing. The Director of Boarding and the Head of Section will then discuss the matter with the student as soon as possible; they may put the student in touch with an appropriate person outside the school if that is seen as necessary and beneficial and the student is in agreement.

2.3. If a student would prefer to talk to someone outside school, the student can talk to their parents or any of the following agencies:

- The Independent Listener
- Surrey's Children's Social Care department: Children's Single Point of Access (C-SPA)
- The Children's Commissioner
- Help at Hand – hosted by the Children's Commissioner
- ChildLine
- The National Society Prevention of Cruelty to Children (NSPCC) Helpline
- TASIS England Student Voice Page

These agencies may be useful if the problem is about a student's welfare rather than to do with teaching or learning. These are their details



a. **TASIS England Independent Listener:** Mr. Alex Cunningham
Telephone: 07584 583001
Email: acunningham@tasisengland.org
The school has a system whereby any child or young person who wishes to talk to an independent adult can do so. The Independent Listener system is confidential, and the Independent Listener is under no obligation to inform the school of any calls unless a student is at risk of harm.

b. **Surrey Children's Single Point of Access**:
Telephone: 0300 470 9100
Out of hours: 01483 517898 (emergency duty team)
Email: cspa@surreycc.gov.uk - emails are dealt with during normal office hours
If you are concerned about the safety of a child or young person you can contact Surrey Children's Single Point of Access (C-SPA). C-SPA provides residents of Surrey and people who work with children in Surrey with direct information, advice and guidance about where and how to find the appropriate support for children and families. C-SPA responds to initial enquiries about children and young people and is based at Guildford County Hall combining Children's Service social workers, health and police staff.

c. **The Children's Commissioner:**
Telephone: 0207 783 8330
The Children's Commissioner for England, **Rachel de Souza,** is responsible for promoting and protecting the rights of children and young people and making sure their voices are listened to. Our advice line is independent of the Government and exists to make sure that young people's rights and entitlements are upheld and that their views are taken seriously. More details can be found at the following website: www.childrenscommissioner.gov.uk.

d. **Help at Hand**:
Telephone: 0800 528 0731
The national advice line for children and young people who are **in care, leaving care, living away from home or working with children's services**.

e. **ChildLine:**
Telephone: 0800 1111
'We're here for you, whatever's on your mind. We'll support you. Guide you. Help you make decisions that are right for you. Our tips and techniques, ideas and inspiration, can help you feel more in control. And you can access them in your own time, at your own pace!'

f. **NCPCC Helpline**:
Telephone: 0808 800 5000
The NSPCC helpline provides help and support to thousands of parents, professionals and families. Year on year, the number of calls and online contacts is increasing and helping to protect more children. The NSPCC helpline is a place you can contact by phone or online to get advice or share concerns about a child, anonymously if you wish. It's staffed by professional practitioners with backgrounds in jobs like teaching, healthcare and social work.

g. **The Student Voice page**

One of the most important aspects of any school is the voice of the student body. Student voice is the biggest spur for positive change at any school, and it is important that this voice is being listened to. TASIS England students can use the Student Voice Page to report bullying, cyber bullying, racism, extremism, radicalisation, sexism, issues relating to mental health plus any other issue related to student wellbeing and welfare, this offers students an alternative way to raise their concerns if they feel unable to do so face-to-face.

3. Procedure When a Formal Complaint Is Made

3.1. The person to whom a serious complaint is made (usually the Director of Boarding, the Head of Upper School, Upper School Pastoral Coordinator, the Head of Lower and Middle School or the Head of School) will keep a written record of that complaint and of its outcome. The Head of School, or a delegated senior manager, reviews these records regularly.

3.2. 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.

3.3. The written record also identifies complaints that are subsequently withdrawn. The Head of School keeps any emerging patterns arising from complaints under review.

3.4. There is a separate complaints procedure for parents. A student's parents may wish to invoke the complaints 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 within this policy.

4. Procedure When the Outcome of a Formal Complaint Is Felt To Be Unsatisfactory

4.1. If you (or your parents) feel the complaint has not been handled fairly, you may:

~~a.~~ write to Mr David King, Chair of the Board of Directors, TASIS The American School in England, Coldharbour Lane, Thorpe, Egham, TW20 8TE, dking@tasisengland.org, and/or

~~b.~~ raise a welfare/safeguarding concern with the ISI (020 7600 0100; concerns@isi.net) or with Surrey Children's Social Care / LADO using the contacts in 2.3.