DULWICH COLLEGE
FOUNDED 1619

PUPIL COMPLAINTS PROCEDURE

Whilst a pupil who has a complaint about any aspect of College life may raise it with any member of staff, we suggest that in the first instance they speak to their Form Tutor (or in the case of a child in EYFS their class teacher/key person), unless the complaint concerns their Form Tutor/class teacher/key person, in which event we suggest they speak to their Head of Year.

If the person to whom the pupil speaks is unable to resolve the matter themselves, they will refer it to the relevant Head of Year, Head of School and/or the Deputy Master Pupils & Safeguarding.

A written record of the matter and the date on which it was reported will be kept.

Additionally, a boarder may raise any complaint that he may have with his House Captain, his Housekeeper/Matron, his House Tutor, his Boarding Housemaster or the Deputy Master Pupils & Safeguarding.

Formal complaint

In the unlikely event that a pupil complaint cannot be resolved informally, the pupil may invoke the formal part of this Complaints Procedure by writing to the Master giving details of their complaint and the outcome they are seeking.

- The Master will then either take the case forward himself or appoint another senior member of staff who has had no prior involvement in the matter to do so.
- The Master or (where applicable) the senior member of staff appointed by the Master will meet with the pupil to discuss the matter, normally within 2 days.
- Written notes will be kept of all material meetings and interviews held in relation to the complaint.
- The pupil will be notified in writing of the decision in respect of their complaint as soon as possible and normally within 5 days.

Contact details

Deputy Master Pupils & Safeguarding
C/o Email: FirkinN@dulwich.org.uk

Master
PA Email: woodm@dulwich.org.uk

Policy Owner:	Deputy Master Pupils & Safeguarding
Last Reviewed:	September 2026
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