



RADLEY

Pupils' Problems and Complaints Policy

November 2025

Pupils' Problems

The college is committed to a culture in which all pupils should feel able to take problems/concerns to any member of staff. Provision is made for pupil access to a person independent of the school staff group, should they wish to voice concerns with someone outside of the college. Any concern raised by a pupil will be taken seriously and can be voiced without fear of reprisal.

This policy has been written in line with the DfE statutory guidance [Keeping Children Safe in Education](#) and [Boarding Schools National Minimum Standards](#).

When you have problems or difficulties at school (e.g., perhaps your workload is overwhelming you, or you are finding it difficult to get on with someone) these problems can usually be resolved by talking with friends, a mentor, the Head of Social or another Prefect. Your Tutor and Sub Tutors are always on hand to help at any time. Your Pastoral Housemistress is also available to help. Other adults always ready to listen and help are your Form Master, the Chaplains, the Deputy Head (Pastoral) and Warden, members of the Pastoral Team, the Health Centre nurses and the college doctor, or there may well be other dons you have got to know through work or games and to whom you could go. There are also the School Counsellors who are available to boys. Appointments to see the counsellors can be made through:

Counsellor@radley.org.uk

Problems rarely solve themselves but, with a little help, they can be overcome quickly. It is often tempting to ignore a problem and hope that it will go away, but this rarely happens. Taking the initiative in talking to people you trust is the first step in making things better.

Outside Radley you can often resolve problems by writing or telephoning to your parents, brothers or sisters. If you want to talk to someone not involved in the day-to-day running of the school, you can contact the Independent Person.

If you want to talk to someone completely unconnected with the school you can ring the [Childline](#) number (0800 1111) or contact the [Office of the Children's Commissioner \(OCC\)](#), Tel: 0800 528 0731".

Independent Person

We place great emphasis on pastoral care and feel that the systems in place to support the welfare of the boys are robust. However, we also recognise that there may be occasions when a boy wishes to speak with someone who is not part of the school. Further, the National Minimum Standards for Boarding schools states that a school must: "identify at least one person other than a parent, outside the staff, and those responsible for the leadership and governance of the school, who boarders may contact directly about personal problems or concerns at school". Radley College has a volunteer Independent Person who acts in this capacity.

The school's current Independent Person is: **Mr John Beasley**.

John can be contacted by email in the first instance, and a phone conversation will be arranged. John's email address is: **jrwb8285@outlook.com**

These contact details are displayed on Social noticeboards alongside those of the [Children's Commissioner](#), [Childline](#) and ISI. John was a Tutor, Head of Shells, a History teacher and Master in Charge of Cricket during his time at Radley and will act as a supportive adult and active listener who may, in appropriate circumstances, suggest to a boy the next steps he may wish to consider. A short video introducing the Independent Person has also been shown to the boys.

ROLE OF THE INDEPENDENT PERSON

- 1) The Independent Person will act as a confidential and supportive adult to boys in the school who wish to discuss concerns or worries.
 - a) In a similar way to any member of staff, including the school Counsellor, confidentiality cannot be maintained in a case where there is concern for the welfare or safety of the pupil (or others) as a consequence of any discussion with the Independent Person. In these situations, the Independent Person will inform the Designated Safeguarding Lead (the Deputy Head (Pastoral)) or, in specific situations as detailed in the Safeguarding and Child Protection Policy, the LADO team or the Police.
- 2) Other than as set out in 1.a. above, there is no requirement for the Independent Person to report to the school any of the conversations they have with a pupil. However:
 - a) The Independent Person, with explicit agreement from/at the request of a pupil, may contact the school to share specific details or raise particular concerns.
 - b) At their discretion, the Independent Person can report to the Deputy Head (Pastoral) generic information such as the number of calls they receive.
- 3) There will be no expectation that the Independent Person make themselves available in person, for face-face meetings with pupils advice and support is more likely to be provided via telephone conversations or video call.

Appointment of the Independent Person

The following procedure is to be followed in appointing the Independent Person:

- The school will follow the normal recruitment policy in line with current legislation, National Minimum Standards for Boarding, ISI regulations and KCSIE guidance, including appropriate checks with the Disclosure and Barring Service.
- The Independent Person will be included in the Single Central Register.
- The Independent Person will be subject to the school's policies on Safeguarding and Child Protection, and Whistleblowing.
- This document will be provided to the Independent Person as a job description.
- The Independent Person will be provided with an induction which will include safeguarding and child protection training as well as a discussion of the ethos, aims and pastoral care of the school.
- The school will make it clear that the position, which is an unpaid and voluntary role, is to support pupils, and lies outside the school management structure.
- The school will be aware of the Independent Person's other roles and experience.
- The school will be aware of the Independent Person's own other professional expectations and codes (e.g. religious, medical, counselling).

- The school will make clear to the Independent Person the rules on confidentiality – especially their duty to breach confidentiality if informed of a safeguarding risk to a pupil or pupils.
- The school will ensure that, alongside their understanding of the supportive pastoral structures in place within the school, boys are aware of the role of Independent Person including the rules on confidentiality.

Making a Complaint

In the event of more serious problems, and after having discussed the issue with the people listed above, you may still feel unhappy and, as a result, you might wish to make a more formal complaint. In the unlikely event that this were to be the case, you should:

1. Inform your Tutor or the Deputy Head (Pastoral) explaining the problem – you can do this in person, through an email or through your Form Master/Pastoral Housemistress who can support you in making your concerns known (Advocate).
2. The Deputy Head (Pastoral) will acknowledge and record your complaint. He will endeavour to respond within 24 hours.
3. You will then be offered the opportunity to talk the matter through with the Warden or Deputy Head (Pastoral). You can have a friend, a don or your Tutor present at this meeting if you so wish.
4. If you wish, your Form Master will accompany you as an advocate – they will be there to support you in making your feeling known.

Reasonable adjustments will be made for those pupils who find this process challenging.

Pupil concerns and complaints can be raised via the anonymous reporting link in the Student Hub area on Sharepoint, found here: [Raise a Concern](#).

Any concern raised through this will go directly to the Deputy Head (Pastoral) DSL.