



Boarders' Complaints Policy and Procedures

This policy is available to pupils who board at Harrow International School Hong Kong and is available on House noticeboards, in the Boarders' Handbook and as an Appendix to the Complaints Policy and Procedure for parents.

The National Minimum Standards (NMS) for boarding were introduced in 2002 with the aim of safeguarding the welfare of children accommodated in UK boarding schools. They have been updated several times and are used by the inspection bodies in the UK (Ofsted and the Independent Schools Inspectorate) when inspecting boarding schools. These standards are used as a measure of best practice in boarding schools in the UK and as a British weekly boarding school in Hong Kong, Harrow International School Hong Kong follows these standards. The Minimum Standards for Boarding (MSB) used by British Schools Overseas Inspectorate (ISI) look at boarding provision and how the leadership and management of the School ensures that arrangements are made to safeguard and promote the welfare of pupils for whom the School provides accommodation (boarders).

In accordance with Standard 14 of the National Minimum Standards for Boarding Schools (DfE, 2022) and the MSB (BSO) August 2023, 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.

Introduction

Boarding pupils should always feel that they can take a problem or worry to any member of staff or adult in charge of their care and be listened to. Most expressions of concern or doubt can be sorted out in this informal manner. The following avenues are available to pupils who board at the school:

- Speak to your House Mistress or House Master (HM)
- Speak to your Assistant House Mistress or House Master (AHM)
- Speak to your Tutor
- Speak to your Matron
- Speak to a Nurse in the HCC
- Speak to the School Psychologist or school counsellor
- Speak to a member of the Senior Leadership Team
- Speak to any other trusted adult

Procedure for Raising an Informal Complaint

It is hoped that most complaints will be resolved quickly and informally, however, if a boarder feels that their complaint has not been dealt with to their satisfaction in Column A, they should in the first instance consult a person noted in Column B.

A	B
Other pupils (Day or Boarders)	HM, AHM, Tutor or Matron
Assistant Housemaster or Matron	HM
HM	Deputy Head (Pastoral & Wellbeing)

Deputy Head (Pastoral & Wellbeing)	Principal Deputy Head (Pastoral & Wellbeing) & DSL
Principal Deputy Head (Pastoral & Wellbeing) & DSL	Head

If a boarder is worried about any other aspect of boarding or has any other concerns, they should speak to their House Mistress or House Master (HM).

If a boarder is concerned that the behaviour of a member of the House Staff is putting them or another pupil at risk of harm or abuse, they should immediately inform the DSL (Designated Safeguarding Lead) rather than their House Mistress or House Master.

This procedure is not intended to be prescriptive, and every boarder is encouraged to discuss matters with any member of staff whom they feel they can trust.

Independent External Advice

The Independent Listener

In accordance with the BSO Minimum Standards for Boarding, the School has an Independent Listener - **Mrs Rosheen Rodwell** - who can be reached by email (independentlistener@harrowschool.hk) and by phone **+852 6570 4701**. She also visits the school to speak to pupils on regular occasions.

The Independent Listener is not an employee of the school and can be approached confidentially by pupils. Any safeguarding or child protection matters raised to the Independent Listener are passed onto the School's Designated Safeguarding Lead.

Advocacy Support

If you ever need to make a complaint or face disciplinary action from the school, you can always bring an advocate to ensure your views are fully considered and reflected in decision making. In most cases this will be a parent or guardian, however, if this is not possible you may request for a staff member you trust to join you in scheduled meetings.

Making a Formal Complaint

A boarder will not be penalised for making a complaint in good faith. We take complaints seriously and investigate them thoroughly.

If any boarder feels the need to make a formal complaint about a matter which is causing them distress or a problem which cannot be resolved informally, the boarder may inform the Deputy Head (Pastoral & Wellbeing) in writing. The Deputy Head (Pastoral & Wellbeing) and the Principal Deputy Head (Pastoral & Wellbeing) will then discuss the matter with the pupil, (who may bring a friend to the meeting) within 3 working days to discuss appropriate and any necessary actions.

If a pupil would prefer to talk to someone outside school, the pupil can talk to the Independent Listener or other external support agencies as shown on the contact details outlined on House Noticeboards.

Procedure When a Formal Complaint Is Made

All complaints to the Deputy Head (Pastoral & Wellbeing) will be kept alongside a written record of the outcome.

A complaint made by a boarder will be resolved, either to the boarder's satisfaction or with an otherwise appropriate outcome which balances the rights and duties of boarders, within 14 working days.

There is a separate complaints procedure for parents. A boarder'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.

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

If a boarder, or their parents, feel that the procedure detailed above has not dealt with the complaint satisfactorily, they should write to the Head setting out the nature of the unresolved complaint. The Head's email address can be found in the annual Information Booklets published at the beginning of the school year or via the school email address info@harrowschool.hk.

If a boarder or their parents are unsatisfied with the Head's response to the complaint they should write to the Chair of Governors via the school email address. The Chair will acknowledge receipt of the request within 5 working days and is likely to arrange for a Governor consisting of Governors and someone independent of the school to meet with the boarder and of their parents to discuss the complaint further. The boarder has the right to be accompanied.

It can be made available in large print or other accessible format if required; such requests can be made by email to the Head's Executive Assistant who can be contacted via the school's email address info@harrowschool.hk.

Author / Reviewer: Head

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