



1G Complaints Policy (For Students)

Reviewed: Principal/SMT/May-June 2025 (Every 2 years)
Ratified by Board: July 2025
Next Review date: Summer Term 2027

EDI Assessment: In terms of assessing the impact on students at the Sheiling with learning disabilities, a student-friendly version of this policy in picture format will be created by our Speech & Language Therapist and will be made available for our students.

Complaints from Current Students

The Sheiling Ringwood recognises both the necessity and the challenge of enabling all its students to access a Complaints Process. We will continually endeavour to improve our attempts.

Pictures and photographs and other forms of augmented communication (sign language, Communicate in Print) will be used to bring awareness of the possibility of making a complaint at appropriate times for those with severe communication difficulties.

Students can and should complain to any member of staff they feel close to or supported by. This person is duty bound to inform a member of the Sheiling Safeguarding Team.

Students may wish to complain to an independent advocate or their social worker. This will be enabled by staff and the student supported according to their wishes and needs.

Any complaint from a student will be handled in the manner of the above complaints procedure and be recorded in The Sheiling Ringwood's Complaints Log.

In cases of suspected abuse, the incident should be reported to the Designated Safeguarding Lead (see 4A Safeguarding, Child Protection and Adult at Risk Policy-Appendix 6).

To all students

If you have a concern or are worried about something that is happening to you, you may need help or need to know where to seek help or you may just want to talk over something which is troubling you. If so:

Who is available in The Sheiling Ringwood?

Key people who are able to help you:

- your House Manager, Deputy or Team Leader
- your Teacher
- your TA or Support Worker
- the Heads of School, College and Residential Services
- a peer or friend

These people are always available but remember you can speak to any member of staff.

Corine van Barneveld is the Designated Safeguarding Lead.

Heidi Holm-Rasmussen, Andy Walters, Eszter Varadi and Hannah Jones are the Deputies (See Appendix 6 in the Safeguarding Policy).

Corine van Barneveld – Extension 2483 or 07848 028532

Heidi Holm-Rasmussen – Extension 2450 or 07848 028539

Andy Walters – Extension 2490 or 07595 192603

Eszter Varadi – Extension 2444 or 07725 041483

Hannah Jones – Extension 2459 or 07718 767214

Staff are here to listen and help and will try to do what they can to help and support you..

Feeling Worried or Unhappy?

If you are worried or unhappy and you feel you want to talk to someone then come and share your feelings with one of the safeguarding staff.

Corine Heidi Andy Hannah Eszter

Outside of The Shelling Ringwood

Anyone you feel comfortable to talk to:

- your parents
- your respite carer
- your social worker
- your friends

Other people outside of The Sheiling Ringwood

- Chair of the Board of Trustees who is Jon Freeman
Telephone: through The Sheiling Ringwood Reception on: 01425 477488
- Maddy Dorobantu, who is our Independent Person (her contact information is displayed in the residential school House)
- ChildLine – Posters displayed on notice boards – Telephone: 0800 1111



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