

Clovelly House School Record of Complaints, 2022-2023

Pupil:

1. Pupil alleged staff assault – witnessed, unsubstantiated
2. Allegations pupil bullying and discrimination – antibullying work completed
3. Pupil assaulting staff – resolved

School:

1. CSI OFSTED raised safeguarding complaint against the school leader – action plan in place, follow up OFSTED

Clovelly House School Record of Complaints, 2023-2024

Pupil:

1. Pupil alleged peer assault – witnessed, dealt with under bullying policy
2. Pupil alleged peer assault – dealt with under behaviour policy, served notice on peer, not meeting needs
3. Pupil alleged peer assault - dealt with under behaviour policy, served notice on peer, not meeting needs

Parent:

1. Parent complained that child distressed by incident at school – Meeting with JB – support offered to parent, pupil & peer
2. Parent complaint following aggressive behaviour of child due to dissatisfaction with food – meeting with parent, dealt with under behaviour policy
3. Parent complaint that child put on 'outreach' was unfair following significant peer abuse. Dealt with through meetings with parents & LA.

School:

1. OFSTED anonymous complaint received by LA – addressed by DSL and Kerry White
2. OFSTED complaint received by LA – addressed by JC and Kerry White