



EF ACADEMY

International
Boarding Schools

CONCERNS

POLICY 2020-21

Origins of Policy:	Joan Wilisoni (Deputy Head Pastoral) 2016
Modified by	Paul Ellis (Head of School); Mark Fletcher-Single (Deputy Head Pastoral)
Changes:	Paul Ellis, 13 th Nov 2018: role of Academic Tutor and Assistant Heads introduced; new role of Pathway Manager replaces Guidance Counsellor (nomenclature; frequency of meetings increased); scale of escalation recalibrated to include Head of School and reference to Complaints Policy Paul Ellis, 29 June 2020: reference to the Covid-19 Policy.
Related policies:	Academic Policy Anti-Bullying Policy Complaints Policy Covid-19 Policy E-Safety Policy Health & Safety Medical Provision and Medicines Policy Safeguarding Policy
Review Date	May 2021

Rationale:

At EF Academy Oxford the pastoral team is responsible for the health and wellbeing of the students in their care. The pastoral team work closely with the academic team to support them in ensuring we provide a quality education for all students.

We are committed to providing a safe and caring environment for our students where they can achieve their potential and be prepared for university and lifelong learning and a happy and fulfilling life.

Purpose:

- To ensure that students are provided with an environment that allows them to be successful in their academic studies.
- To ensure that students have the pastoral care they need to support their academic life.
- To ensure that students have the opportunity to voice their opinion or concerns.
- To ensure that any concerns that a student may have are dealt with in a timely fashion.

The school will ensure that:

- There are procedures in place for students to voice their concerns if and when the need arises.
- All staff are aware of the procedures that should be followed if a student raises a concern.
- During induction students receive a Student Life Handbook, which outlines the rules and regulations and procedures in place for life in EF Academy. In this handbook students are advised of whom they should talk to if they have concerns.
- On registration students are given a card with the phone details of their Pathway Manager.
- Pathway Managers will meet with their students on a one on one basis roughly every three weeks at least. During this time, students are asked if they have any problems or concerns, whether pastoral or academic.
- If a student has academic concerns, s/he should raise this with his or her Academic Tutor, with whom s/he meets one-on-one once every two weeks. Academic concerns can also be raised directly with the Assistant Head: IB or the Assistant Head: A-level.

These concerns are then addressed under the direction of the Assistant Head IB or Assistant Head A-level.

- Each term House Parents meet with the group of resident students. During this meeting students can voice any concerns or difficulty they are experiencing.
- During the first term Host Family students complete a questionnaire regarding their accommodation. Each term Pathway Managers meet with the group of host family students for whom they are responsible. During this meeting, students can voice any concerns or difficulty they are experiencing.

Procedures:

1. If a student has a concern, s/he should in the first instance be raise the matter with his or her Pathway Manager OR Academic Tutor OR the Assistant Head: IB/A-level.

Pathway Manager/Academic Tutor/Assistant Head either:

Deals with the concern, in conjunction with relevant staff, and informs the student that the matter has been addressed. Significant concerns are to be logged on Alpha by the Pathway Manager.

2. If a student is still not satisfied with the outcome, s/he may bring the matter to the Deputy Head Pastoral or Assistant Heads: IB/A-level), who will investigate.

Or

1. The Pathway Manager/Academic Tutor/Assistant Head may refer the matter directly to the Deputy Head Pastoral.
2. The Deputy Head Pastoral deals with the issue, informs the student of the outcome, and logs it on Alpha and informs the Head of School.

If a student is not satisfied with the outcome arrived at by the Deputy Head Pastoral, s/he refers the matter to the Head of School.

If a student is not satisfied with the outcome arrived at by the Head of School, the matter would be taken up by the student's Parents, who would follow the school's Complaints Policy.