



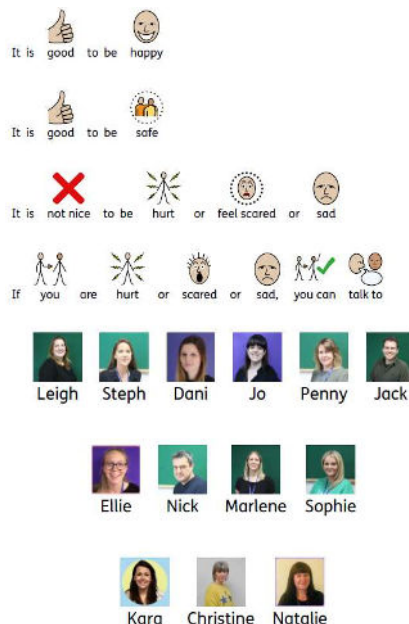
## Pupil Voice, Including Pupil Complaints

At Dysart, we actively seek ways to listen to the views, wishes, and experiences of pupils, involving them in the decisions that affect them as much as possible. Empowering pupils to participate in the world around them promotes independence and positive mental health and wellbeing, as well as fostering stronger relationships, and enabling pupils to keep themselves safe.

However, we recognise that many of the pupils at Dysart experience difficulties communicating with those around them. For that reason, a significant curriculum focus at Dysart is on enabling meaningful communication for each pupil, teaching them to express their voice and tell us about their experiences. By training staff in a broad range of recognised communication systems, and working closely with speech and language therapists and families, we facilitate a communication-rich learning environment which stimulates pupils' natural curiosity, giving them the confidence to develop their own bespoke communication strategy.

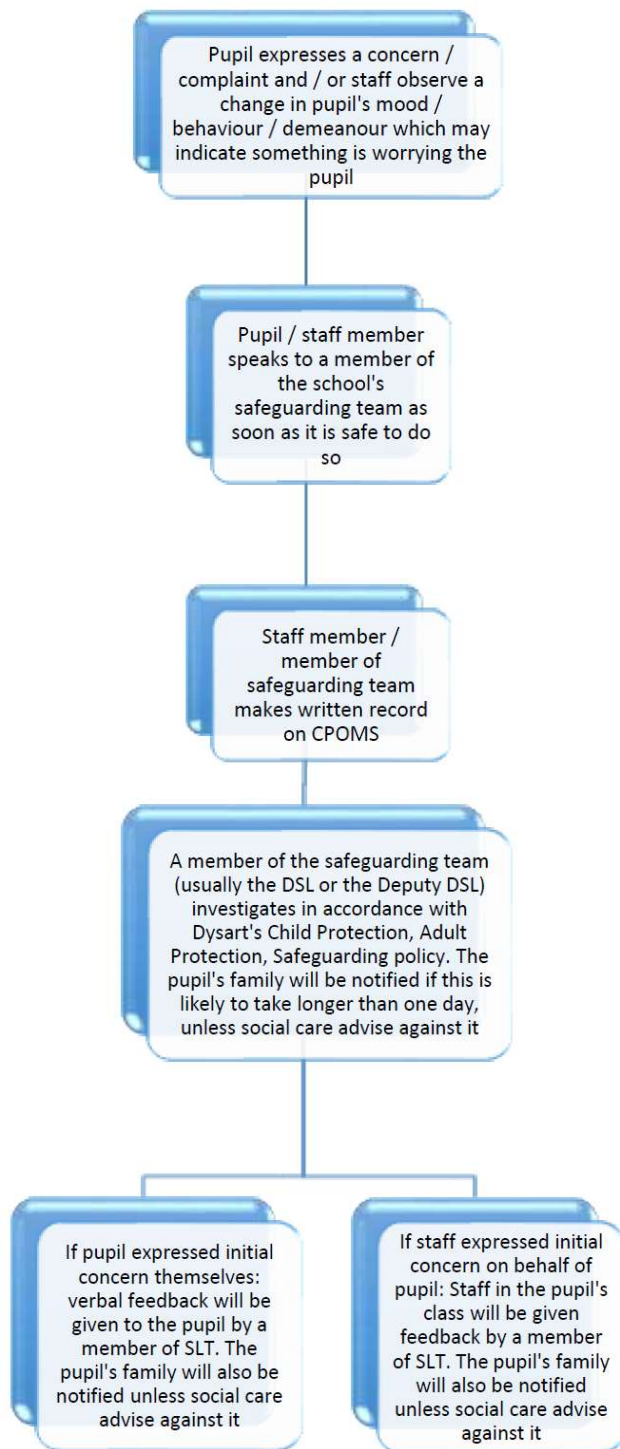
In addition to this, we also have a full-time school nurse on site and a dedicated Mental Health and Wellbeing staff team that liaise closely with parents, class-based staff, and regularly scrutinise incidents in school to identify where an underlying mental health need may be preventing effective communication. We work closely with our colleagues at Achieving for Children, in particular the Disabled Children's Team and the Single Point of Access, to ensure that appropriate support is provided in a timely manner where underlying medical / health / social care needs have been Identified.

'Pupil-Friendly Safeguarding Posters' are displayed in every classroom at Dysart. These let pupils know which adults they can speak to if they feel hurt, scared, or sad. The posters have been reviewed and discussed both with class teachers and within the school's senior leadership team. It is important to note that some pupils at Dysart are not yet able to articulate a worry / concern using this model and staff are trained to recognise changes in mood, demeanor, behaviour etc. which may indicate that something is worrying that pupil. Staff at Dysart know that in such instances, they should raise this with the school's safeguarding team, and it will be addressed in accordance with our Child Protection, Adult Protection Safeguarding policy. A copy of the poster displayed in every classroom can be seen below:

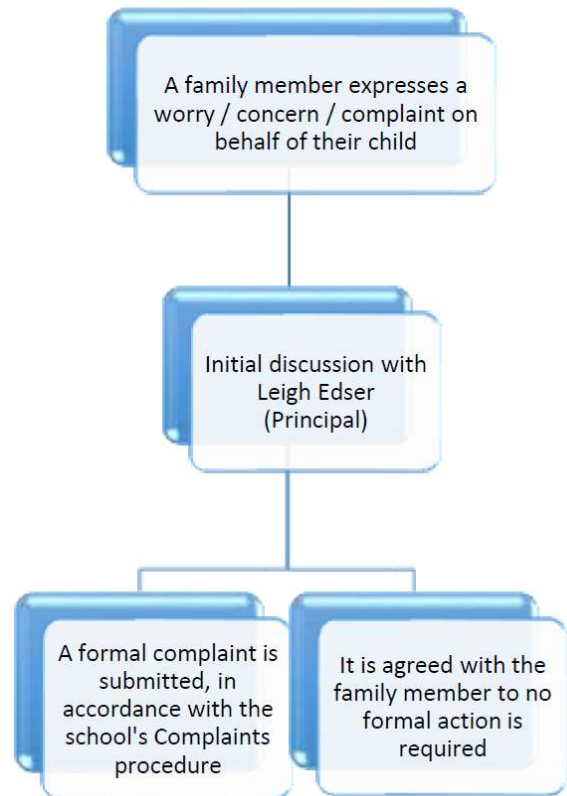


Parents / carers are also able to express a worry / concern / complaint on behalf of their child and we fully encourage any parent or carer, who would like to do so to contact Leigh Edser, Principal, in the first instance for an initial discussion. A copy of the school's Complaints procedure can be found on the website or from the office. Below is a summary of how concerns / complaints are responded to:

*Concern / Complaint Raised by Pupil / Staff Observe a Change in a Pupil*



*Concern / Complaint Raised by Family Member*





The Pupil Voice provision at Dysart also extends into the local community. Dysart maintains strong relationships with stakeholders in Kingston / Surbiton / Tolworth ensuring that the views and wishes of Dysart pupils are also voiced outside of the school. In recent years, Dysart pupils have presented to Kingston council about the difficulties they experience shopping in Kingston town centre. Pupils from Dysart have provided feedback to managers at Kingston train station on the accessibility of the paths leading to the station, and have also taken part in a conference organised by the Kingston Centre for Independent Living. We also have two pupil safeguarding ambassadors, who have undertaken health and safety walks with our premises team and with OHCAT's safeguarding lead to identify areas of the school grounds that could be made safer.