



# SEDBERGH INTERNATIONAL SUMMER SCHOOL

Feedback Procedure	
Version	2022.1
Effective from	April 2022
Extent of policy	Sedbergh International Summer School
Policy owner	Nicky Millington
Review by	March 2023
Frequency	Annual
Circulation	Parents (by request)
Publication	Website

## Introduction

At Sedbergh International Summer School, formal and informal feedback (outlined below) is recorded to make informed decisions about subsequent courses and to improve the experience of both the pupils and staff members that make up the summer school community.

## Staff feedback (staff)

- **Induction:** Taken at the end of the induction process to help inform future induction sessions.
- **Interim:** any feedback offered by staff during the course (during meetings, observation feedback sessions, via email or verbally) will be recorded and actioned as appropriate.
- **End of course:** Captured during staff appraisals to help inform future courses.
- **Pupil feedback**
- **Electronic feedback (Survey Monkey forms online):** Before departing from Sedbergh International Summer School, pupils will be given time to complete an online survey to record their feedback. Surveys will be anonymous, but pupils can provide their names should they wish to provide more specific feedback.
- **Physical feedback (paper forms):** For initial pupil feedback (which highlights any initial and important issues such as room damage, inadequate bedding, etc) must be conducted in the first two days of the course, so that any initial problems can be addressed quickly. These forms are reviewed by the Course Director, who informs the relevant staff of any issues. More general pupil feedback is conducted (through either electronic surveys or paper forms, as appropriate) throughout the course to review the success of lessons, activities, and excursions. Final pupil feedback is conducted the day

before a pupil departs the course. This should be done using the feedback form, or electronic survey if the computers are available.

- **Anonymous feedback:** Pupils will have a box available in each house to provide any ongoing suggestions or feedback during the course. This will be emptied after morning roll call by the duty staff.

#### **Data Protection – retaining and use of feedback**

- All electronic feedback is anonymous (the pupil can choose to include their name, but this is optional) and is secured online using the Survey Monkey password, which only the Director of Studies and Operations Director has. The information is kept online for review and for planning the future courses. It is then deleted from the system 18 months after the end of the course it relates to.
- At times we will use quotes from surveys or paper forms that pupils have written, for publicity and marketing purposes. The pupil's first name and country will be mentioned if it has been provided, but it will not include their surname, age, or picture.
- Paper feedback forms (from both staff and pupils) are also kept on file for review and to help inform future courses. These are again destroyed via secure shredding after 18 months.

#### **Complaints**

Complaints are a valid form of feedback – please see the Complaints Procedure.