



# SEDBERGH INTERNATIONAL SUMMER SCHOOL

Feedback Procedure	
Extent of policy	Sedbergh International Summer School
Policy owner	Gemma Newton
Frequency	Annual
Publication	Staff Training 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.

All feedback forms are done online through Google Forms for ease of collection and analysis.

## Staff feedback

- **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

- **Initial pupil feedback** (which highlights any initial and important issues such as room damage, inadequate bedding, etc) will be requested, ideally within the first two days of their course, so that any problems can be addressed quickly. These forms are reviewed by a Course Director, who informs the relevant staff of any issues.
- Feedback forms are completed by students on **specific courses** (e.g. Multi-Activities/Outdoor Adventure) to assess the strengths and weaknesses of these courses.
- **Final pupil feedback** is conducted in the days before a pupil departs the course.
- Pupils will have a box available in each house to provide any ongoing suggestions or feedback during the course. This will be emptied regularly 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).
- The responses are 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 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.

### **Complaints**

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