



ST EDMUND'S SCHOOL CANTERBURY

Pupils' Worries and Complaints – Pre-Prep

Please note this policy may need to be adapted throughout the year in line with the school's COVID risk assessment

In accordance with the Children's Act 1989 each pupil is given information about who they can speak to if they are worried or have a complaint.

Children in the Pre-Prep are given a number of opportunities to talk about their worries or concerns and complaints.

- PSHEE discussions
- Circle time
- Small group or 1 to 1 time with school staff
- Termly Children's Forum sessions

The children are regularly reminded in class, during PSHEE sessions and in talks by NSPCC representatives that they can and should talk to any member of staff if they have any worries or complaints.

Pre-Prep children will be told that they:

Should not be afraid to complain.

It's your right to be treated properly.

It's your right to complain if you think you are not being treated fairly.

These guidelines comply with the children acts 2004 and 2006

Pre-Prep staff are encouraged to get to know the children in their class very well so they can become aware if a child is unhappy or is behaving differently to normal. They will then provide opportunities to let the child talk about how they are feeling.

Pre-Prep staff will also make time to talk to parents and carers building up an open channel of communication about the children in their class. Good communication between home and school can often alleviate children's concerns or worries quickly

JEPE September 2020

COVID-19 Addendum

St Edmund's School prioritises the welfare and safety of its community above all else. We have adapted our policies and procedures to reflect this in the light of the COVID19 pandemic.

Our detailed reopening plans for September 2020 which include social distancing, bubbles, enhanced cleaning routines, engagement with NHS Test and Trace and revised health protocols have been explained to all parents, pupils and staff via a series of letters and live webinars.

This addendum aims to clarify our Pupil Worries and Concerns arrangements (A) during the current reopening phase which places limits on pupil movement around the school site (B) in the event of any future full or partial closure of the school due to the COVID crisis:

1. Designated Safeguarding Lead (and deputies)

During any school closure the Designated Safeguarding Lead, Mr Ross Underwood is contactable via 07719 555820 or <mailto:rpu@stedmunds.org.uk>.

The Head, Mr Edward O'Connor is also contactable at eoc@stedmunds.org.uk and is resident on the school site.

2. DfE coronavirus helpline

The Department for Education COVID-19 helpline, is available to answer questions. Staff, parents and young people can contact this helpline as follows:

Email: DfE.coronavirushelpline@education.gov.uk

Telephone: 0800 046 8687

(Lines are open Monday to Friday from 8am to 6pm and weekends 10am to 4pm.)

3. If you are worried or have a concern during the "bubble reopening phase" or during a closure of the school

(1) Bubble Reopening Phase

Ø Contact your Tutor or Housemaster by email to arrange a meeting

Ø Contact the Deputy Head Pastoral by email

Ø For safeguarding matters, contact the Director of Safeguarding

Ø For Boarding issues, speak to the Director of Boarding or anyone from the boarding team

(2) During a school closure

Ø Contact any of the above members of staff by email and a Teams call can be arranged.