



ST EDMUND'S SCHOOL CANTERBURY

Pupils' Worries and Complaints – Senior School

Since the passage of the 1989 Children Act, each pupil in the school has been provided with a formal document advising on procedures to be followed in the event of worries or complaints. In essence, it offers protection to every pupil against occasional school problems, such as difficult relationships in a peer group, or with senior pupils or members of staff, or any behaviour that might be described as bullying. For information, what follows is the text of that document.

Dear pupil of St Edmund's,

This policy is for your use. Read it and keep it safely. It explains what you can do if you feel worried about something and what you may do if you wish to complain about how you are, or have been, treated. If you misplace it and think there is something you need to complain about, you can get another copy from your Housemaster or from the Deputy Head. If you don't understand anything in this document, ask a member of staff or a friend to explain it to you.

There are two things to remember:

- (a) you may wish just to talk to someone
- (b) you may wish to make a complaint

Either way this document will assist you to decide what to do.

Q What do I do if I just want to talk to someone?

A Remember you have close friends who may be able to help, or an older boy or girl to whom you may feel you can turn. Your Housemaster, or Deputy Housemaster, your tutor, your Houseparents, Director of Safeguarding (rpu@stedmunds.org.uk), Deputy Head (cjs@stedmunds.org.uk) or School Nurses are always ready to help; as is the Chaplain (chaplain@stedmunds.org.uk) or any other member of staff (teaching or non-teaching, including domestic staff) whom you know and to whom you feel you can talk comfortably. This includes the Head, Mr O'Connor (eoc@stedmunds.org.uk)

There may be times when you feel you can't talk to those around you - this is perfectly natural. Talk, telephone or write to any of the following:-

- **Your parents.**
- **The School Doctor**, Dr Thompson, **the Medical Centre Sister**, Sister Allison Hyde, or any other medical or nursing staff.
- **The School Counsellor** who can be contacted by seeing your Housemaster, the Deputy Head or the Chaplain.
- **Independent Listener:** St Edmund's has a system whereby any child who wishes to talk to an independent adult about personal problems or concerns at school can do so. Details of the Independent Listener are displayed around the School and within boarding houses. Ms Karen Oliver can be contacted by pupils on 07939519766 or kazzacanterbury@yahoo.co.uk
- **East Kent Safeguarding Team and Area Safeguarding Advisor (Education)** –Tel 03000 418503
- If a child is in immediate danger and the call cannot go through to the officer on duty, call the **Central Referral Unit** on 03000 41 11 11. Urgent safeguarding issues outside of office hours should go to the Central Duty Out of Hours number: 03000 41 91 91.
- **Child Line:** 0800 1111.
- **National Bullying Helpline:** 0300 323 0169

Q What happens if I want to make a complaint about something?

A Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you are being treated. The first thing you should do is speak to any member of staff you trust (eg. your class teacher, tutor, Housemaster, Deputy Housemaster or Boarding Houseparents). You can take a friend with you if you wish - another pupil, an older pupil or another member of staff.

It is particularly important for you to realise that if you are in trouble over something you can have your Deputy Housemaster, your personal tutor, your Boarding Houseparents or a friend with you when you are talking with your Housemaster, Assistant Head, Deputy Head or Head.

If the matter can't easily be settled to your satisfaction then you can make a formal complaint. You will need to do this by:

- Writing to your Housemaster or the Head, or telling your Housemaster that you wish to make a formal complaint, then...
- He or she will write the complaint in their complaints book, then...
- You will receive a note from the Deputy Head (Pastoral) saying that s/he has seen the complaint and that it is being attended to (where reasonable) within two school days (no more than seven days in the school holidays) of you making the complaint.
- You will be asked to talk the matter through with either the Deputy Head (Pastoral) or the Head and you can have a friend with you who may be another pupil, a senior pupil, your Houseparents, your Housemaster or his/her Deputy, your tutor or any member of staff. If, within two more days, you have not had the matter sorted out satisfactorily you may contact any of the people whose names are listed above with their addresses and telephone numbers.
- You do not have to inform staff or anyone else that you are complaining about them.

- Whoever you contact will speak to you at the school - again you can have a friend with you - and will advise you about what course seems sensible. At that stage it will be up to you to make a decision acting on his or her advice.

Things that might make you unhappy or upset:

- You feel that you have been treated unfairly or verbally abused by a member of staff in school or in class
- You feel that a punishment is unjust or in some way not right
- A Prefect or senior pupil has treated you unkindly
- You are being bullied (this includes unkind comments online)
- You find it difficult to make friends
- You think you are being discriminated against for any reason (including racist comments)
- You feel that no one understands the difficulties you are having with some of your work
- Someone has hurt you or abused you or has made suggestions you think are not right (including sexual comments or actions)
- You feel the food you get is not as good as it should be
- Someone is making fun of you
- You feel that there isn't enough respect for your privacy
- Someone has taken something of yours and hasn't returned it
- You think you are being badly taught and you aren't getting a fair deal
- ... or anything else you think is wrong

Don't 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

V1 September 2019

V2 September 2020

V3 September 2021

Review Date: September 2022

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.

This addendum aims to clarify our Pupil Worries and Concerns arrangements in the event of a school lockdown.

Any member of staff can be contacted via the School email system during normal working hours in a lockdown period if a pupil is worried.

However, the Head and Mr Underwood are always contactable:

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. East Kent Safeguarding Team

If a child is in immediate danger and the call cannot go through to the officer on duty, call the **Central Referral Unit** on 03000 41 11 11. Urgent safeguarding issues outside of office hours should go to the Central Duty Out of Hours number: 03000 41 91 91.

4. Other helpful numbers:

Child Line: 0800 1111.

National Bullying Helpline: 0300 323 0169