



ST EDMUND'S SCHOOL CANTERBURY

Pupils' Worries and Complaints – Junior 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. The below outlines guidance for pupils of the Junior School should they have any worries or complaints (the language is directed appropriately to pupils).

Worries and Complaints

This sub-section 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 form tutor. 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 pupil to whom you may feel you can turn. Your tutor, pastoral assistants, the Deputy Head who is in charge of Pastoral Care, your Houseparents or Matron are always ready to help; as is the Chaplain 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.

There are safeguarding posters placed on noticeboards around the Junior School site as well as in the toilet areas. These posters will signpost you towards members of staff who have been trained to a high level in safeguarding.

There may be times when you feel you can't talk to those around you - this is perfectly natural. You can 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 asking your form tutor.
- **Ms Karen Olliver**: 07939519766; kazzacanterbury@yahoo.co.uk an independent listener, and friend of the school.

Is this something that Karen is still offering?

- **East Kent Safeguarding Team and Area Safeguarding Advisor (Education)** –Tel 03000 418503 **Child Line: 0800 1111.**
- **An anonymous safeguarding link can be found on the school portal.**

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, Houseparents or Matron). 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 tutor, your Houseparents or a friend with you when you are talking with the Deputy Head who is in charge of pastoral care or with the 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 the Head, or telling your form tutor that you wish to make a formal complaint, then...
- They will log the complaint on the school system, then...
- You will receive a note from the Deputy Head or Head saying that they have 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 or the Head and you can have a friend with you who may be another pupil, a senior pupil, your Houseparents, 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 can ask a parent or guardian for help with this.
- 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 their 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.
- Another pupil has treated you unkindly.
- You are being bullied.
- You find it difficult to make friends.
- You think you are being discriminated against or treated differently for any reason.
- You feel that no one understands the difficulties you are having.
- Someone has hurt you or abused you or has made suggestions you think are not right.
- 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.
- *... or anything else you think is wrong*

Don't be afraid to complain.

It is 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

Version Number	Date of Amendment	Signature
1	June 2018	LJMH/ EOC
2	September 2019	HEG
3	September 2020	ADS
4	September 2021	ADS
5	September 2022	RAC/ALW
6	September 2023	RAC
7	September 2024	RAC
8	September 2025	RAC

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