

WORRIES AND COMPLAINTS

This notice is to explain what to do if you feel worried or upset about something and want to turn to someone for help. There are two things to consider - do you need to talk to someone or do you wish to make a formal complaint?

What if you wish to talk to someone?

Remember you probably have a number of friends to talk to, or an older girl you can turn to, your Housemistress, Tutor, Year Head, the School Counsellor, the Chaplain and other members of staff all of whom are willing to listen and help in any way they can. Turn to anyone to whom you feel you can comfortably talk.

Things that might make you wish to talk:

- Unfair treatment by a member of staff in school or the classroom
- Unkind treatment by another girl
- You are being bullied, physically or verbally
- You are finding it difficult to make friends
- You feel discriminated against in some way
- You are having difficulties with work
- Someone has hurt you or abused you or made suggestions you think are not right.
- Someone is making fun of you
- You feel there is no respect of your privacy.
- Some has taken something of yours and not returned it
- Anything else that you think is wrong.

*Don't be afraid to raise something if you are concerned or worried:
we should like to help, whether the problem is in or out of school.*

There may be time when you feel you cannot talk to a member of staff. This is fine, but you may need to speak to someone and you might wish to telephone or write to any of the following:

School Doctor	01904 728243
School Chaplain	01904 728282
Family Protection Unit	08456 060247
York Social Services	01904 554141
Childline	0800 1111 (free)
Relate	01904 625971
Castlegate (Support & Advice for Young Adults)	01904 555400

What happens if you want to make a formal complaint?

Sometimes you want to complain about something that is worrying you, possibly it is something to do with how you are being treated and you need to deal with it as soon as you can. The first step is to speak to any member of staff you can trust; if you want to you can take someone with you - a friend, an older pupil or any other member of staff.

If you prefer you can leave a note in the pigeon hole of one of the following:

- (a) your Housemistress
- (b) any other member of staff
- (c) your Year Head

If these people cannot settle the matter to your satisfaction then you can make a formal complaint.

The way to do this is as follows:

1. Write to your Housemistress, the Deputy Head or the Headmaster saying that you wish to make a formal complaint stating in detail what is worrying you.
2. Depending on the seriousness of the complaint either your Housemistress, the Deputy Head or the Headmaster will ask to speak to you and will take the appropriate course of action.