



HORRIS HILL SCHOOL

RAISING CONCERNS Guide for Pupils

If you are unhappy about something at school you can always ask for help.

It is hoped that in the vast majority of cases, you can approach your Form Tutor or any other member of staff, be it a gap student, the secretary, the school nurse, a teacher, your housemaster or housemother, or the Headmaster, knowing that any concern will be heard sympathetically and dealt with both quickly and fairly.

The adult concerned should always listen to your concern, and if action needs to be taken, make a record of the concern and what action was taken to help resolve it. If necessary, the Headmaster's attention should be drawn to it. Concerns can also be raised through the school's Boarding Committee and/or Food Committee or School Council.

Any child, if necessary on another child's behalf, may raise a concern directly with the Headmaster either verbally or in writing, be it in person, or by leaving an unsigned note in the Study if they wishes to remain anonymous.

Should a child wish to raise a concern in confidence to a person not on the staff of the school, the following possibilities are available:

1. Phone or write a letter home ,or to your guardian. The parent or guardian can then make the concern known to the Headmaster.
2. **The Independent Listener**, Dr Badham, the School Doctor, is available to talk with anyone without appointment. Just ring him on 41495 between 10.55 am and 11.15 am, Mondays to Fridays. He will be happy to talk to you over the phone or to arrange to come to see you.
3. The Childline may be used on freephone 0800 1111, or alternatively written to at Freepost 1111, London N1 OBR.
4. You can contact the NSPCC helpline, Report Abuse in Education on 0800 136 663 or email help@nspcc.org.uk
5. Children's Commissioner: freephone: 020 7783 8330 or 0800 528 0731

6. OFSTED (National Business Unit) 08456 404040
7. Independent Schools Inspectorate, Ground Floor, CAP House, 9-12 Long Lane, London EC1A 9HA; telephone 020 7600 0100.

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