



# Sacred Heart School

Service Before Self

## Mission Statement:

The Sacred Heart is a Community committed to the education of its pupils in a Catholic Christian ethos, where each person is invited to serve God and others in faith, hope and love.

## Aims:

- To foster spiritual growth in Christian faith and values
- To value, appreciate and enjoy learning
- To work for excellence
- To further curiosity and creativity
- To aspire to high ideals

**Safeguarding**

## Pupil Complaints Policy

If you are worried or unhappy, or have a complaint to do with school, or you need to talk to someone, then contact any of the people listed below who will listen and try to help you.

Perhaps your problem can easily be sorted out by one of the older pupils. Choose someone you can trust and ask them to listen to you. This might be the Head Girl or Head Boy, a member of the prefect team, a peer listener or a Lower School leader. They may be able to help or they may advise you to seek help through the procedure listed below.

If talking things through with a peer is not appropriate in the first instance then you should follow the procedure below promptly

### Step 1: SCHOOL STAFF

Talk to the person who you feel will understand your situation best. It need not be your form teacher. Ask for a suitable time to speak privately. **If it is urgent say so.**



### Step 2i: MEMBER OF THE SCHOOL MANAGEMENT TEAM

If you are unhappy with the response of the member of staff then you may wish to speak to a member of the SMT. You need to make it clear if you wish your concerns to be treated as a complaint. If you do want to raise a complaint you will be asked to write down that complaint. You will normally then receive a written response within ten school days, although more time may be needed to investigate your complaint.



### 2ii. SAFEGUARDING OFFICERS

If you need to talk to someone about a Child Protection issue because someone - either another pupil or a member of staff, or someone outside of school – is abusing, bullying or generally being very unkind to you, or you wish to report an incident involving a friend or fellow pupil then ask to speak to **Miss Gooderson**. If she is not on site then **Mrs Kenny, Sr Francis, Sr Danuta or Mrs Parnham** will listen to you.



### Step 3: AN OUTSIDE LISTENER.

It may be that you cannot reveal your problem to anyone in school, nor to your parents. If this is the case contact:

**CHILDLINE: Tel. 0800 1111 (Freefone)**  
**THE SAMARITANS: Tel. 08457 90 90 90 or e-mail jo@samaritans.org**

**Remember:** it is better to sort out problems or complaints as soon as possible.

If you know someone who is really unhappy or upset try to persuade them to seek help.

Confidentiality will be respected but complete confidentiality cannot be promised as action may need to be taken if someone is at risk.

**If someone is at risk – in danger – then you must tell someone!**

**Monitor and Review:** This policy is reviewed annually.  
(Prepared May 1994 SrF; Last reviewed February 2016 Next review Spring 2017)