



**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 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
- To stimulate generous service of others

## **Boarders 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.

- 1 BOARDERS PREFECT: SCHOOL PREFECTS: HOUSE CAPTAINS etc.**  
Perhaps your problem can easily be sorted out by one of the older girls.  
Choose someone you can trust and ask her to listen to you.
  
- 2. SCHOOL STAFF in Lower or Upper School or Boarding House.**  
Talk to the person who you feel will understand your situation best. It need not be one of your Form Teachers. Ask for a suitable time to speak privately. If it is urgent say so.
  
- 3. CHILD PROTECTION OFFICER**  
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 then ask to speak to Mrs Calvert. If she is not on site then Sr Danuta, Sr Francis or Mrs Clarke will listen to you.
  
- 4. AN INDEPENDENT LISTENER.**  
It may be that you cannot reveal your problem to anyone in school, nor to your parents. If this is the case either contact:

**CHILDLINE Tel. 0800 1111 (Freephone)**

**CHILDREN'S COMMISSIONER Tel. 0800 528 0731 (Freephone)**

**[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)**

or ring the school's special person:

**Mrs Helen Howard Tel. (01362) 696371**

Remember it is better to sort out problems or complaints as soon as possible. If you know someone else is really unhappy or upset try to persuade them to talk to someone, but if they won't you will have to confide in someone yourself.

*This information is posted in the Boarding House.*