



Who Can Help You?

The School has a **Safeguarding Team** who are responsible for your safety in school. You can speak to any one of this team should you have any concerns or worries.

Designated Safeguarding Lead (DSL)

Kay Longbottom

The School Governors

They are responsible for your care and education. Speak to any of them when you see them in school or ask any member of staff to contact them for you. If you want to write to the Governors your letter will be forwarded for you.

Health

If you are feeling unwell, you can tell a member of staff who will help you.

The Independent Visitors

They are independent of the school and Trust and visit the school to make sure you are looked after properly. Ask your Teacher of PAL to make an appointment for you or email directly to: independentvisitor@grafham-grange.co.uk

Child Line

This is a confidential phone line. They will listen to your problems and give you advice.

Phone Free 0800 1111

Rights4me - Children's Rights Director

This is the place for you to find out your RIGHTS and a way for you to be HEARD

0800 528 0731

Surrey Social Services

They are local Social Workers who can help children.

0300 200 1006

Your Rights

It Is Your Right To Be Treated Properly And With Respect

It is Your Right To Complain If You Think That You Are Not Being Treated Properly

You Do Not Have to Tell Anyone That you Are Making A Complaint Against Them

Do Not Be Afraid To Complain



Student Information

Complaints Leaflet

June 2017

Grafham Grange School
Horsham Road,
Grafham,
Bramley,
Guildford,
Surrey,
GU5 0LH.
Tel 01483892214



I Want To Talk To Someone

You can approach any of the following:

Friends
Older boys
School Parliament Representative
Your Keyworker
Your Tutor
Any member of Staff
Head Of Care (Steve Mitchell)
The Headteacher (Mr Sanders)
The Assistant Headteacher (Michelle Kerridge)
Designated Safeguarding Lead (Kay Longbottom)

I Want To Talk To Someone Outside Of The School

When you cannot talk to any of the people in school you can contact any of the following:

Talk, phone or write to:
Your Parents
Social Worker
School Governors
Child Line **0800 1111**
Ofsted Inspectors **08456 404040**
Surrey Social Services **0300 200 1006**
The Independent Visitor
independentvisitor@grafham-grange.co.uk

I Want To Complain... I Am Worried, I Feel That I Have Been Treated Badly, What Do I Do?

The first thing is to talk to any member of staff.
You can take a friend with you.
This could be another pupil, an older boy, a school council representative or another member of staff who can help and support you.
If the problem cannot be settled to your satisfaction you can make a formal complaint.

How Do I Make A Formal Complaint

See any member of staff and say that you want to make a formal complaint.
Tell them what your complaint is.
This will then be written on a complaint form and your statement will also be written down.

What Will Happen Next?

The member of staff will tell you what they are going to do.
If they can't help you they will pass your complaint to the Headteacher or the Head of Care.
They will talk to you and tell you what they are going to do.
At this point the matter may be referred to the Headteacher.
You may have a friend or any member of staff with you to help and support you at any time.

I Am Still Not Happy

If within five school days you are still not satisfied that the problem has been sorted out you can contact any of the people previously listed or go to see the Headteacher Mr Sanders.

The person you contact will most likely come to speak to you in school.

Again you can have a friend with you to give you help and advice.

The independent person visits the school at least once every half term and looks at all complaints.

You can contact the Independent Visitor through the school office or email them at independentvisitor@grafham-grange.co.uk.

