

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)

Stephen Mitchell

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 the school nurse or a member of staff who will help you.

The Independent Visitors

Diane Thackrah



They are independent of the school and visit the school to make sure you are looked after properly. Ask your Teacher, Key worker or Steve Mitchell to make an appointment for you if you have any worries or concerns.

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

January 2018

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
Steve Mitchell (Head of Care)
Mr Neil Sykes (Headteacher)
Michelle Kerridge (Assistant Headteacher)
Steve Mitchell (Designated Safeguarding Lead)

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**

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 Sykes.

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.

