

## 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

Head of Care

Headteacher

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 **0300 123 1231**

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](mailto:independentvisitor@grafham-grange.co.uk).

