



COMPLAINTS PROCEDURE FOR STUDENTS

At Woldingham, we want everyone to feel part of a safe and happy community. If you are worried about something or have a concern, there are people who can help and support you. It is always helpful to discuss your concerns and we want to help you resolve the problem as soon as possible.

If you have a safeguarding concern, please contact one of the safeguarding team as follows:

- Mrs Florence Corran, Senior Deputy Head and Designated Safeguarding Lead
corranf@woldinghamschool.co.uk Tel: 07768 850421
- Miss Kimberley Chan, Head of Boarding and Deputy Designated Safeguarding Lead
chank@woldinghamschool.co.uk Tel: 07554 117184
- Miss Charlotte Owen, Head of Marden and Deputy Designated Safeguarding Lead
owenc@woldinghamschool.co.uk Tel: 07786 584866

Their contact details are also on the safeguarding notices in classrooms, boarding houses and across the school. The Senior Deputy Head, Florence Corran, is the Designated Safeguarding Lead.

Woldingham expects that most concerns can be resolved informally and will endeavour to resolve any complaints that are made or any concerns raised on that basis. If informal procedures fail to resolve the issue, a formal complaint should be put in writing and will be dealt with under this procedure. Every complaint will receive fair and proper consideration.

This complaints procedure for students is posted on notice boards throughout the school and reads as follows: *"If you need to talk to someone, first try your parents or a relative or there are a number of people at Woldingham who would be very happy to speak with you and to help you find a solution to the problem. You might wish to speak to:*

- *Your Tutor*
- *A teacher*
- *A Housemistress*
- *A Head of Year*
- *The Chaplain*
- *A nurse*
- *A School Counsellor*
- *The Senior Deputy Head*
- *The Deputy Head (Co-Curricular & Operations)*
- *The Deputy Head (Academic)*



- *The Head*
- *A friend*
- *An adult you trust/a student you trust*

If you feel unable to talk to any of the above, you are also free to talk (or write) to any of the following to seek advice or support:

The school's independent listener: Rachel Whitton Tel: 07833 446912

Other external sources of help are:

Kooth.com – anonymous online support/ counselling service

Themix.org.uk – online advice and counselling for under 25's

Meetwo.co.uk- which provides peer support, expert help, inbuilt educational and creative resources as well as in app links to UK charities and helplines.

Childline- childline.org.uk 0800 1111 Childline is operating a 9am – 12pm service in response to COVID-19.

Barnardo's Boloh helpline for Black, Asian or Minority Ethnic young people, parents or carers 0800 1512605, Mon -Fri 10am-8pm; Sat-Sun 10am-3pm

True Vision website for reporting hate crimes: <https://www.report-it.org.uk/>

UK Safer Internet Centre: <https://reportharmfulcontent.com/report>

NSPCC helpline providing support for current and non-recent experiences of sexual harassment or abuse: 0800 136 663

If the matter cannot be settled to the student's satisfaction, and the normal processes have been exhausted, students may make a formal complaint as follows:

1. The student should write to their Head of Year or Housemistress. (If the complaint involves either of these, they should write to the Senior Deputy Head or the School Chaplain).
2. The complaint will be recorded.
3. The student will receive a note saying that the complaint has been seen and that it will be attended to within two days of the complaint being made.
4. The student will then be asked to talk the matter through with either the Senior Deputy Head or their Head of Year, unless they are both subjects of the complaint in which case the Chaplain will talk with the student.



The student making a complaint may have a friend with them, who may be another student, a senior student, the student's Tutor or any member of staff. If within two more days, the student has not had the matter satisfactorily sorted out, they may contact any of the people whose names are listed above. In the case of a complaint being made about a member of staff, the student does not have to inform staff or anyone else that they are complaining about them.

If the matter is not satisfactorily resolved as a result, the student may wish to either a) ask their parent(s) to raise the matter as a complaint within the terms of the main school Complaints Procedure, or b) write a letter to one of the two governors who oversee Pastoral wellbeing and Safeguarding:

Mrs Ifey Summers: summersi@woldinghamschool.co.uk

or

Miss Catharine Berwick berwickc@woldinghamschool.co.uk