



Wychwood School
OXFORD

WORRIES AND COMPLAINTS (for girls)

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NMS 18
ISSRs
Part 3

There are two things to remember:

- you may wish just to talk to someone or
- you may wish to make a complaint.

Remember you have close friends who may be able to help, or your Housemother, or a Councillor to whom you may feel you can turn. Your form teacher and progress tutor are always ready to help as are any other members of staff, (including domestic staff or Gap assistants you know and to whom you feel you can talk comfortably.

There may be times when you feel you need more help. In these instances you may wish to talk to any of the following:-

Your parents

Mrs Johnson	Head
Ms Sherlock	Deputy Head
Mrs Henk	Housemistress
Mrs Escott	Housemistress
Ms Phipps	School Counsellor
Helpline Ofsted	0300 123 1231
Child Line	0800 1111 (calls are free and confidential)

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about how you are being treated. The first thing you should do is speak to any member of staff.

If the matter cannot easily be settled to your satisfaction then you can make a formal complaint, and this is what will happen:

- You write to Mrs Johnson.
- She will then write the complaint in the complaints book.
- You will get a note from your form teacher saying that she has seen the complaint and that it is being attended to within two school days of you making the complaint.
- You will then be asked to talk the matter through with Mrs Johnson; you can have a friend with you who may be another pupil, a senior pupil or any member of staff. If, within two more days, you have not had the matter satisfactorily sorted out you may contact Helpline Ofsted at the number listed above, who will advise you about what course seems sensible. At this stage it will be up to you to make a decision acting on advice given. You do not have to inform staff or anyone else that you are complaining about them.

DON'T BE AFRAID TO COMPLAIN. IT IS YOUR RIGHT TO BE TREATED PROPERLY AND IT IS YOUR RIGHT TO COMPLAIN IF YOU THINK YOU ARE NOT BEING TREATED FAIRLY.

