

## **“Who can help me?”**

You may just need to find out some information, or you may have a worry, so please remember the staff at Finborough School are here to help you.

You do not need to manage by yourself.

### **During the school day.**

If you need help in any way your Form Tutor will normally be able to offer either directly or by telling you who else would be able to help you.

### **During boarding hours.**

You will be able to approach your Head of Boarding, Assistant Head of Boarding or Boarding House Tutors.

### **At any time.**

If you don't feel well then you can see the School Nurse (Matron) or the School can arrange for you to see a Medical Doctor.

### **What do I do if I just want to speak to someone?**

If you have friends of similar age and you feel you know them well and think they can help, then talk to them. One of the

Prefects may be able to help. You can talk to any member of staff not just your Form Tutor.

If you don't feel you can talk to a member of staff then you could telephone, write or send an e-mail to someone else such as your parents or guardian or one of those others listed in this guide, such as a person from Childline or an Independent Listener. It is understandable that there may be times when you feel you cannot approach a member of staff.

### **What do I do if I want to make a complaint about something that I feel is not right or about another person?**

If there is some matter really worrying you and you feel something doesn't feel right or you are worried about how some other person is treating you then you should go and speak to a member of staff you feel you can really trust.

### **You may need to talk to someone if;**

You feel that someone is making you feel uncomfortable and that you are being bullied.

Someone has hurt you by something they have said or done.

Your possessions have been borrowed and not returned.

You feel your teacher has said something that has upset you or you don't think was right.

You feel isolated.

You feel someone has made fun of you.

You feel someone has been unkind to you.

You feel someone has said something that relates to your colour, nationality or religion that has offended you.

You feel you have been unfairly punished or treated.

You feel that someone has made suggestions to you that you think are inappropriate.

You should understand the Finborough School complaints procedure and also feel able to talk to certain adults in confidence (whether to discuss a grievance or to seek advice on any other area of concern).

**P.T.O. for a list of those who can help you.**

**You may contact any of those listed below, who are outside your family:**

- i. The Head of Boarding, Deputy Head of Boarding or Boarding House Tutors.
- ii. Your Form Tutor, the Deputy Head of Boarding, the Head within the school.
- iii. the local vicar.
- iv. The School Nurse (Matron) (in complete confidence -as in normal medical practice)
- v. The independent Listener – Mrs Sarah Bacon Tel: 07879431182
- vi. An external Counsellor with the consent of your parents arranged via the School (again in complete confidence)
- vii. the Principal
- viii. any Member of Staff to whom you feel you can relate
- ix. Childline- Telephone No: 0800 1111 or 0800 220220
- x. Children's Legal Centre-Telephone No. 0808 802 0008
- xi. Pupils may also raise concerns through the School Council, where issues can be aired and discussed with a member of staff.

The Finborough Child Protection/ Safeguarding Policy fully applies within the boarding house. (Refer to the school website [www.finboroughschool.co.uk](http://www.finboroughschool.co.uk)). The policy details how to make a referral to Suffolk Local Authority Designated Officer (LADO) or Ofsted.

Dian Campbell Rennie Everett: 0300 1232044.

Tel. 0808 800 4005 at any time or email [childrens and young person's services customer.first@suffolk.co.uk](mailto:childrens.and.young.persons.services.customer.first@suffolk.co.uk)

**The Office of the Children's Commissioner**  
Tel: 020 7783 8330

Parents are also entitled to contact Ofsted regarding any complaints concerning boarding welfare. Ofsted can be contacted by:  
Telephone 0300 123 4666;  
[email enquiries@ofsted.gov.uk](mailto:email.enquiries@ofsted.gov.uk)

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## **FINBOROUGH SCHOOL**