



Elmhurst School For Dance

Problem Sharing Procedure

Sharing and Caring

Reviewed July 2010

WORRIES AND COMPLAINTS

If you are worried about anything, talk to someone.

This leaflet is for your use. Read it and keep it safe. It explains what you can do if you feel worried about something and what you may do if you wish to complain about how you are, or have been, treated.

If you misplace this leaflet and think there is something you need to talk about, you can get another one from your Houseparent.

If you don't understand anything in this leaflet get a member of staff/friend to explain it to you.

There are two things to remember:

- a) You may wish to just talk to someone or
- b) You may wish to make a complaint

Either way, this brochure will help you to decide what to do.

WHAT DO I DO IF I JUST WANT TO TALK TO SOMEONE?

Remember you have close friends who may be able to help, or an older boy/girl to whom you may feel you can turn. Your Houseparent or Resident Tutor or any other member of staff you feel you can comfortably talk to will be ready to help.

There may be times when you feel you can't talk to a member of staff – this is perfectly all right and natural. Talk, telephone or write to any of the following:

- Your parents
- The School Medical Officer (or any of the nursing staff) in the Medical Centre.

If you are still not happy with the situation, these are the telephone numbers of people outside school whom you may wish to contact:

- The Independent Listeners – Keith and Judith Campbell – 0121 427 7735
- **Child line: 0800 1111**

These names and telephone numbers are displayed in each boarding house within telephone booths and on the student notice board outside the Bistro.

WHAT HAPPENS IF I WANT TO MAKE A COMPLAINT ABOUT SOMETHING?

Sometimes you may feel that you would like to make a complaint or discuss something that is worrying you. The first thing you should do is speak to any member of staff you trust (e.g. your Houseparent, Academic or Dance Tutor); you can take a friend with you if wish – another pupil, an older pupil or another member of staff.

WHAT HAPPENS NEXT?

- Before you share your problem with the person you have chosen to speak to, they will explain that it will be treated in confidence unless they feel that another adult will need to be told in order to help you. At this point, you may decide you don't want to share your problem or you may wish to go away and think about it.
- If you do decide to talk, you may be asked to write down some details of the event.
- The person you choose to speak to may also wish to write some notes to make sure that they remember clearly the details you have given.
- You will receive a response within 24 hours (often sooner if your problem or query is easy to resolve).

Do not be afraid to approach someone. Staff know how important it is for students to share their worries.

If the matter cannot be easily settled to your satisfaction then you can make a formal complaint. You will need to do this by:

- Making an appointment to see a senior member of the staff: Head of Boarding and Pastoral Care, Director of Studies, Artistic Director or the Principal.
- Your HP or RT will help you to do this and accompany you if you wish or you could take a friend with you if this would help. Parents/Guardians are always welcome should you wish them to be present.

THINGS THAT MIGHT MAKE YOU UNHAPPY OR UPSET

- You find it difficult to make friends.
- You feel that no-one understands the difficulties you are having with some of your work – either academic or dance.
- Someone has treated you unkindly.
- You feel you are being bullied. This may be happening at school or at home.
- Sometimes children and adults might behave in a way you do not like. This may make you feel uncomfortable or unhappy.
- You feel you have been treated unfairly or verbally abused by a member of staff in school, in class, or in your boarding house.
- You think you are being discriminated against.
- Someone has hurt you or made suggestions that have made you uncomfortable.
- You feel the food you get is not as good as it should be.
- Someone is making fun of you.
- You feel that there isn't enough respect for your privacy.
- Someone has taken something of yours and hasn't returned it.
- **OR ANYTHING ELSE YOU THINK IS WRONG.**

Don't be afraid of speaking up if you think you are not being treated fairly.

You will also find a list of your tutors and the telephone numbers for the following in your telephone booths:

**Your Independent listeners
0121 427 7735**

Childline 0800 1111