

## Pastoral Information for Pupils

There may be times in your school career when you feel upset, anxious or unable to cope. Perhaps someone has hurt you, or you may feel that you have been treated unkindly or unfairly. There may be problems with work, difficulties with friendships or a clash between yourself and another pupil; you may feel a victim of discrimination on the grounds of religion, race, gender or cultural background, or you may just feel alone.

From time to time it is quite usual for us all to experience problems, worries or difficulties, and at these times it is useful to know of someone who might be able to help. Talking with friends or family is for many the first step in resolving a problem, but there are others who could also be of help.

### You are free to approach anyone who might offer help, support or advice

Your **Tutor, Housemaster or Housemistress** will always be ready to listen to you, as will any other member of staff. **The School Counsellors, the Chaplain, the School Doctors and the Medical Centre** staff all have much experience in dealing with problems experienced by pupils of your age group, as do **Mrs Jackson, Mr McFarland, Miss Conidaris and the Head Master**.

You can contact the **Counsellors** via the post box in the library, via any member of staff, via email, or by telephone 01380 814670. The **Student Listening Service** may be able to help by offering support from another pupil: information about this service is posted on the school notice boards and contact may be made by leaving a note in the appropriate box in the library.

You may prefer to talk to someone who is not closely involved in the day to day running of the school. Mrs Bonnie Matters, who is our **Independent Listener** and may be contacted at home (01380 722024).

You may also contact one of the **services that operate outside the school**. The Children's Team Duty Officer at the Wiltshire Social Services Department (01380 730055), Childline (0800 1111) and Helpline (0800 800 500) will all offer help as appropriate. You may also contact The Independent Schools Inspectorate on 020 7600 0100 or the office of the Children's Commissioner. The website is <http://www.childrencommissioner.gov.uk> or you may phone a Freephone number 0800 528 0731.

The school's pastoral and counselling staff should be able to offer support on most matters of concern throughout your time at Dauntsey's School. However, under some circumstances, when a situation has not been resolved, you may wish to make a formal complaint. To do so you should adopt the following procedure:

1. Write to Mr McFarland (Second Master) or Mrs Jackson (Deputy Head Pastoral).
2. You will receive, by return, a written reply registering the complaint.
3. The Second Master or Deputy Head will see you within two days of the complaint being made. The complaint will be discussed and suggestions made as to how it is to be investigated. You may invite a friend or a member of staff or any other adult of your choice to accompany you to this meeting.
4. If at any stage you are dissatisfied with this procedure you may contact Wiltshire Social Services Department (01380 730055) and ask for the Children's Team Duty Officer. A representative from the Social Services will come and speak to you privately at school and advise on the most sensible course of action. Again you may invite a friend or a member of staff to be with you.

There is someone to talk to