



## St Colm's High School Pupil Complaints Procedure

The following Complaints Procedure is available to all pupils and it highlights the routes they can follow if they feel that they are fed up or unhappy, if they feel they are being treated unfairly, if they are being bullied, if there are problems at home, if they are being subject to improper physical advances etc. Our complaints procedure incorporates the following:

**1. Something is making you unhappy or worried. What can you do?**

Is there a friend who can help?

Is there an older boy or girl you can talk to?

**2. What about someone who is pastorally responsible for you?**

You can talk to your Form Tutor, Year Head, Head of Pastoral Care. Designated teacher Mr. Campbell. They are here to help you.

**3. Is there any other member of staff you can trust?**

You may always go directly to the Vice Principal (Mr. Walsh) or to the Principal (Mrs. McMurray).

**4. There may be circumstances when you would find it easier to talk to someone who is not a member of staff.**

This could be your parents. Alternatively, every Thursday Mrs. Aine McGlinchey, the School Counsellor is available for a drop-in centre at lunchtime. You can also request a referral to Aine through your Form Teacher or Mr. Walsh. Spaces are limited to 3 per week and where the 3 spaces are allocated you will go onto a waiting list to be seen when space is available.

In addition you might consider Lifeline (telephone: 0808 808 8000) or the NSPCC (telephone 0800 1111).

**5. Suppose you are still worried? You may feel that the matter is so important you wish to take it further. What do you do?**

Speak to any member of staff or adult whom you trust. You do not need to be on your own when you do this; you can have a friend with you, an older pupil or another member of staff.

**6. If the matter is not dealt with to your satisfaction, you can make a formal statement.**

Write to your Year Head, Head of Pastoral Care, the Vice Principal or Principal. Your "complaint" will be recorded and held by Mr. Campbell (Head of Pastoral). You will be invited to talk the problem through (you may have a friend or adult with you). You will be advised of the course of action to be taken.

**\*Remember CHILD PROTECTION ISSUES**

The DESIGNATED TEACHER IS.....Mr. Campbell

The DEPUTY DESIGNATED TEACHER IS.....Principal Ms. McMurray

☺ALWAYS REMEMBER TO TALK TO SOMEONE YOU CAN TRUST!