



Mission Statement:

The Sacred Heart is a Community committed to the education of its pupils in a Catholic Christian ethos, where each person is invited to serve God and others in faith, hope and love.

Aims:

To foster spiritual growth in Christian faith and values
To value, appreciate and enjoy learning.
To work for excellence
To further curiosity and creativity
To aspire to high ideals
To stimulate generous service of others

Pupil Complaints Policy

If you are worried or unhappy, or have a complaint to do with school, or you need to talk to someone then contact any of the people listed below who will listen and try to help you.

1. HEAD GIRL OR DEPUTY: PREFECTS: HOUSE CAPTAINS

Perhaps your problem can easily be sorted out by one of the older girls.
Choose someone you can trust and ask her to listen to you.

2. SCHOOL STAFF

Talk to the person who you feel will understand your situation best. It need not be your form teacher.
Ask for a suitable time to speak privately.
If it is urgent say so.

3. CHILD PROTECTION OFFICER

If you need to talk to someone about a Child Protection issue because someone - either another pupil or a member of staff, or someone outside of school – is abusing, bullying or generally being very unkind to you then ask to speak to Miss Gooderson. If she is not on site then Mrs Kenny, Sr Francis or Sr Danuta will listen to you.

3. AN INDEPENDENT LISTENER.

It may be that you cannot reveal your problem to anyone in school, nor to your parents. If this is the case contact:

CHILDLINE Tel. 0800 1111 (Freefone)

or the school's special person:

MRS BETH PHIMISTER Tel. 01760 - 723958

Remember it is better to sort out problems or complaints as soon as possible.

If you know someone who is really unhappy or upset try to persuade them to seek help.

Confidentiality will be respected but complete confidentiality cannot be promised as action may need to be taken if someone is in danger.