



Process of Pastoral Care, including Pupil Complaints Procedure

Introduction

Pastoral care is a priority issue at St Margaret's. The happiness and welfare of all our pupils is paramount to their learning and social and emotional development. No problem is ignored. We have a transparent approach with a 'stitch in time saves nine policy'. The stage process is in clearly stepped layers as follows. Concerns are recorded on Pastoral records on Google Docs.

Low Level Issues

These are dealt with primarily in conjunction with form tutor. Small break time disagreements or concerns that a pupil or parent bring to the teacher; or behaviour that is observed around the building is dealt with instantly and directly. These issues may be managed discretely with the individual or in a larger group depending on the circumstances. Usually the 'nip it in the bud' approach is very successful and acts as a preventative measure for further discord or the development of entrenched behaviour patterns. A pupil may prefer to speak to an alternative member of staff, or an older pupil. There are opportunities in House meetings, Family Tree meetings or School Council meetings for pupils to air their views or concerns that are less personal. Any issue big or small can be taken to the Pastoral lead.

Medium Level Issues

If the problem is larger than a simple disagreement, is ongoing, or has caused significant distress, the school will both inform and seek the support of parents. Or if the problem is stemming from home the parents will usually be contacted. This contact may be made either electronically, telephonically or indeed in person. At this stage other teachers will be copied into the situation on a 'need to know' basis and the appropriate age dependent advice given to the pupil. Should the problem be more significant the school would encourage pupils to ring Childline.

Higher Level Issues

Issues where a child is considered to be 'at risk' or the pastoral issues have not been resolved in the first instance will at this point be passed onto the DSL. At this stage open communication is held with the pupil and/or parent and liaison with appropriate agencies is sought by either party. Pupils may be referred to a counsellor but direct and professional intervention is sought. Records are kept and pupils are monitored. Staff are kept informed and the best route for the pupil is agreed in line with parents, pupil, staff and supporting agencies, as applicable. As far as possible the compliance of all parties is sought but failing this the school may choose to seek professional advice in line with its decision to act in the best interests of the child.

Counselling

The school is limited in both accommodation and privacy however we are able to offer one onsite counsellor. We arrange for girls to see a counsellor and pay for the first 3 sessions.

The pastoral care provided is robust, sensitive and effective and has met repeatedly with success. The classes are small that we are confident that our pupils and their difficulties are not able to pass unnoticed.