

Box Hill School Parent/Guardian Contract Terms and Conditions

1. Definitions

(a) In these terms and conditions

"Acceptance Form" means the form provided by the School for parents to complete when accepting a place for their child at the School;

"child" means a child of whatever age admitted by the School to be educated and includes any pupil aged 18 or over;

"the Complaints Procedure" is the School's procedure for handling complaints from parents, as amended from time to time for legal or other substantive reasons or in order to assist the proper administration of the School and is attached to this document;

"deposit" means the sum set out on page 2 of the Acceptance Form as amended from time to time;

"fees" means the fees set out in the Schedule of Fees as amended from time to time;

"Schedule of Fees" means the published note of the School's prevailing fees;

"Headmaster" means the person appointed by the Governors of the School to be responsible for the day-to-day management of the School, including anyone to whom such duties have been duly delegated;

"the rules" means the rules of the School as set out in the Pupils' Handbook, a copy of the current version of which is provided to each child on entry and is sent to parents with the letter offering a place at the School, as those rules may be amended from time to time for legal, safety or other substantive reasons or in order to assist the proper administration of the School. Parents will be given notice of such amendments. A copy is attached to this document;

"term" means a term of the School as notified to parents from time to time;

"a term's notice" means notice given not later than the first day of the term preceding the term to which the notice relates;

"terms and conditions" means these terms and conditions as amended from time to time;

"we" or the "School" means the legal entity carrying on as the School as identified in Clause 1(b) below, or its duly authorised representative, as the context requires;

"you" or the "parents" means each person who has signed the Acceptance Form as parent or guardian of a child or a person who, with the School's written consent, replaces a person who has signed the Acceptance Form.

Use of the word "including" shall mean (and be construed) such that the examples that are given are not intended to be exclusive or limited examples of the matter in question.

(b) The Acceptance Form, the Schedule of Fees, the Rules, the Drugs Policy, the Complaints Procedure, the ICT Code of Practice, and these terms and conditions constitute the terms of a contract between you and Box Hill School Trust Ltd. It is not intended that the terms of the contract shall be enforceable by your child or by any other third party.

2. Acceptance and Deposit

(a) An offer of a place for your child at the School is accepted by your submitting the duly completed Acceptance Form and paying the deposit.

(b) The deposit is not refundable if your child does not take up a place at the School. The deposit will form part of the general funds of the School until it is credited without interest to the final payment of the fees or other sums due to the School on your child's leaving.

- (c) If you wish to withdraw your acceptance of a place after submitting the Acceptance Form and paying the deposit but before your child starts at the School you shall give written notice to that effect prior to the first day of the term immediately preceding the term in which your child was due to start. If such notice is received by the School by that time, the deposit will be forfeited in accordance with Clause 2(b) above but no further fees will be payable. **Subject to the remainder of this Clause (2c), if such notice is received on or after that date, a term's fees shall be payable and shall become due and owing to the School as a debt. The term's fees shall be charged at the rate applicable for the term immediately preceding the term when your child was due to start and the School shall credit the deposit (without interest) to such payment of the term's fees (and you hereby acknowledge and agree that the School shall be entitled to retain the deposit on account of payment of the term's fees). Where applicable such fees shall be reduced to take account of any scholarship or bursary awarded to you.**
- (d) **Where an offer of a place for your child to enter the school is accepted, you shall pay a further sum equivalent to the difference between the deposit already paid and the deposit payable for the school to accept the place.**

3. School Fees

- (a) All the costs incurred in the usual course of the education by the School of your child, including the provision of some necessary educational materials shall be met by the fees unless otherwise notified by the School.
- (b) Any extra-curricular activities such as private music lessons, trips and visits in which you agree in advance your child may participate shall be deemed to be supplemental to items met by the fees and charged for accordingly. In particular, all public examination charges and any additional charges incurred by the School in providing for the special educational needs of your child shall be charged as supplemental to the fees.
- (c) Each person who has signed the Acceptance Form is liable for the whole of the fees due and any supplemental charges. The persons who have signed the Acceptance Form remain liable to the School for the whole of the fees and supplemental charges due, unless the School has **expressly** agreed in writing **with the persons who have signed the Acceptance Form** to look exclusively to any other person for payment of the fees or any part of them.

Where two parents have signed the Acceptance Form, one of them may withdraw from the contract with the School by submitting a term's notice provided they have obtained the prior written consent of both the School and the remaining parent.

If your child has been awarded a scholarship or bursary, your liability will be for the amount of fees due after taking account of that award. An award may be withdrawn if, in the opinion of the Headmaster, your child's attendance, progress or behaviour no longer merits the continuation of the award but any such withdrawal of an award will not operate so as to increase the fees due in respect of a term which has already commenced. Where it appears likely to the Headmaster that, for academic reasons, an award may be withdrawn from your child, you shall be notified in advance. If, within 14 days following the withdrawal of a scholarship or bursary, a child is withdrawn from the School, no fees in lieu of notice will be payable.

- (d) Each invoice must be paid either in full by **cheque, by direct bank transfer, or by credit card** before the first day of term or, if fees are paid by direct debit or in monthly installments (each installment being due on the first working day of each month) with supplemental charges being collected at the start of each term. Where fees are paid by direct debit, the fees for each term accrue separately.
- (e) **We reserve the right to refuse to allow your child to attend the School or to withhold any references while fees remain unpaid or there is a persistent default in relation to supplemental charges. The School is entitled to levy interest on the unpaid total at the rate of 2% for each month or part of month that the debt remains unpaid, without further notice. You consent to our informing any other school or educational establishment to which you propose to send your child of any outstanding fees.**
- (f) The fees will be reviewed from time to time (usually annually) and may be increased by such amount as the School considers reasonable. Notice of an increase in the fees will be sent to you at the end of the penultimate term before the increase is to take effect.

*** You should be aware that in the event of a late withdrawal it is very unlikely that the School would be able to find a**

replacement.

- (g) Fees and any prepaid supplemental charges will not normally be reduced as a result of absence due to illness or otherwise. In the event that your child takes study leave at home before or during public examinations or stays at home following those examinations no reduction of fees will be made in respect of such periods spent at home.
- (h) In accepting a place, parents of pupils requiring special access arrangements for examination purposes accept that any individual invigilation requirements will be charged at cost.

4. Notice Requirements

- (a) If you wish to withdraw your child from the School (other than at the normal leaving date), you shall either give a term's notice to that effect or shall pay to the School a term's fees in lieu of notice, at such rate as would have been charged for the final term of provision if a term's notice had been given.
- (b) If you wish to change your child's place at the School from a boarding to a day place or from a termly to a weekly boarding place; you shall either give a term's notice or shall pay to the School the difference between the boarding or termly boarding and the day or weekly boarding fees in lieu of notice, at such rate as would have been charged for the final term of provision if a term's notice had been given.
- (c) In cases under (a) or (b) above, where notice is not given, the appropriate sum in lieu of notice will become due and owing to the School as a debt on the first day of the term which would have been the final term of provision if a term's notice had been given.
- (d) If you wish to withdraw your child from an activity charged for as supplemental, you shall either give a term's notice to that effect or shall pay to the School a term's charges for the activity in which your child has ceased to participate.
- (e) The School's affairs are organised on a termly basis and it is not possible for you to reduce the amount of fees due or to obtain a refund of fees by withdrawing your child or by your child's ceasing to participate in an activity part-way through a term.

5. The Rules

- (a) It is a condition of remaining at the School that your child complies with the School Rules as amended from time to time. In particular you undertake to ensure that your child attends School punctually and that your child conforms to such rules of appearance, dress and behaviour as shall be issued by the School from time to time.
- (b) In accepting the place offered at the School you agree to him or her being randomly or routinely tested for illegal drugs. In the case of a positive test, you accept that the school will act in accordance with its Drugs Policy. The Drugs Policy has been adopted with the aim of safeguarding the health and safety of all pupils.
- (c) The School reserves the right, subject to applicable data protection legislation, to monitor your child's email communication and internet use for the purpose of ensuring compliance with the School Rules.

6. Disciplinary Procedures

- (a) The Headmaster may in his discretion require you to remove or may suspend or exclude your child from the School if he considers that your child's attendance, progress or behaviour (including behaviour outside school) is seriously unsatisfactory and in the reasonable opinion of the Headmaster the removal is in the School's best interests or those of your child or other children.
- (b) The Headmaster may in his discretion require you to remove or may suspend or exclude your child if the behaviour of you or either of you is in the opinion of the Headmaster unreasonable and affects or is likely to affect adversely the child's or other children's progress at the School or the well-being of School staff or to bring the School into disrepute.
- (c) Should the Headmaster exercise his right under sub-clause 6(a) or 6(b) above you will not be entitled to any refund or remission of fees or supplemental charges due (whether paid or payable) and the deposit will be forfeited. However, in such circumstances fees in lieu of notice will not be payable and any prepaid fees will be refunded.
- (d) The Rules set out examples of offences likely to be punishable by suspension or exclusion. These examples are not

exhaustive, and in particular the Headmaster may decide that suspension or expulsion for a lesser offence is justified where there has been previous misbehaviour. All aspects of the pupil's record at the School may be taken into account.

- (e) The School will act in a way which is fair in all the circumstances when taking decisions under this Clause 6. The review of serious disciplinary matters is governed by the Complaints Procedure.

7. The School's Obligations

- (a) Subject to these terms and conditions, the School undertakes to accept your child as a pupil of the School from the time of joining the School until the end of his or her secondary schooling. However, the School shall not be obliged to permit your child to enter the Sixth Form unless satisfied that it is appropriate to do so having regard to his or her academic attainments and all other relevant circumstances. The School may make a decision as to whether your child may join the Sixth Form after the results of GCSE or equivalent examinations are known, and may make entry to the Sixth Form conditional upon the results of such examinations.
- (b) While your child remains a pupil of the School, we undertake to exercise reasonable skill and care in respect of his or her education and welfare. This obligation will apply during school hours and at other times when your child is permitted to be on School premises or is participating in activities organised by the School.
- (c) In order to fulfil our obligations, we need your co-operation, **including** in particular by: fulfilling your own obligations under these terms and conditions; encouraging your child in his or her studies, and giving appropriate support at home; keeping the School informed of matters which affect your child; maintaining a courteous and constructive relationship with School staff; **providing cooperation and assistance to the School to ensure (so far as reasonable and in appropriate and/or necessary circumstances) that your child can participate and benefit from the School's provision of education to your child in accordance with the terms of this agreement, including where the School wishes to provide such education remotely;** and attending meetings and otherwise keeping in touch with the School where your child's interests so require.
- (d) In accordance with the law, we will not subject your child to corporal punishment. We will not subject your child to physical contact except where such contact may be deemed appropriate in order to avert an immediate danger of personal injury to, or an immediate danger to the property of, a person (including your child). Unless you notify us to the contrary, you consent to your child participating, under proper supervision, in contact sports and in other normal sports and activities which may entail some risk of physical injury.
- (e) If your child requires urgent medical attention while under the School's care, we will if practicable attempt to obtain your prior consent. However, should we be unable to contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment **recommended by a doctor** (including anaesthetic or operation, **or blood transfusion (unless you have previously notified us you object to blood transfusions)**).
- (f) Our prospectus describes the broad principles on which the School is presently run and is believed to be correct at the time of printing. However, from time to time it may be necessary to make changes to any aspects of the School, including the curriculum **or the manner of providing education for your child (including by providing such education remotely (whilst your child remains at home, for example where the School is required to close the School premises),** and we reserve the right to do so. For this reason, please notify the School if there is anything of particular concern to you contained in the prospectus, as it may be that recent changes are not reflected in the current version. We will give parents notice of any changes at the School including changes in the curriculum that we regard as significant to your child prior to the end of the penultimate term before the change is to take effect, and where practicable will consult with parents on such changes.
- (g) We shall monitor your child's progress at the School and produce regular written reports. We shall advise you if we have any concern about your child's progress but we do not undertake to diagnose dyslexia or other specific conditions. A formal assessment can be arranged either by you or by the School at your expense. You may be asked to withdraw your child without being charged fees in lieu of notice if in the opinion of the Headmaster the School cannot provide adequately for your child's special educational needs.
- (h) Religious observance at the School shall be conducted in accordance with the School's usual policies.

8. The Parents' Obligations

- (a) It is a condition of your child's joining the School that you complete and submit to the School a medical questionnaire in respect of your child. You undertake to inform the School of any health or medical condition, disability or allergy that your child has or subsequently develops, whether long-term or short-term, including any infections. If the School requires (following medical recommendation) due to a material health risk either presented by your child to others or presented to your child by others or by reason of a virus, pandemic, epidemic or other health risk, you undertake to keep your child at home and not permit him/her to return to School until such time as the health risk has been averted. **In such circumstances we shall endeavour to continue providing education to your child remotely during such period (including, for example, by sending you/your child work assignments electronically or by post).**
- (b) You undertake to inform the School of any situations where special arrangements may be needed in relation to your child.
- (c) The School will be entitled to treat any instruction, authority, request or prohibition received from any person who has signed the Acceptance Form as having been given on behalf of both or all such persons.
- (d) The Headmaster must be informed in writing of any reason for your child's absence from School. Wherever possible the School's prior consent should be sought for absence from the School or early departure at the end of term.
- (e) We cannot accept any responsibility for the welfare of your child while off the School premises unless he/she is taking part in a school activity or otherwise under the supervision of a member of the School staff.
- (f) If you have cause for concern as to a matter of safety, care, discipline or progress of your child you must inform the School without delay. Complaints should be made in accordance with the School's Complaints Procedure.

9. Insurance

You must make your own insurance arrangements if you require cover for your child's person or property while at School **or for the payment of fees due to absence of your child or closure of the School premises**, having opted out of the insurances arranged by the School.

10. Confidentiality and References

- (a) You consent to our supplying information and a reference in respect of your child to any educational institution which you propose your child may attend. Any reference supplied by us shall be confidential. We will take care to ensure that all information that is supplied relating to your child is accurate and any opinion given on his/her ability, aptitude for certain courses and character is fair. However, we cannot be liable for any loss you are or your child is alleged to have suffered resulting from opinions reasonably given in or correct statements of fact contained in any reference or report given by us.
- (b) You consent to us making use of information relating to your child whilst he or she is at the School **(including photographs and video recordings)** and after he or she has left for the purposes of **promoting the School to prospective pupils through our prospectus and website**, managing relationships between the School and current pupils, providing references and communicating with the body of former pupils. **The School will process personal data about you and your child in accordance with the Data Protection Act 1998 and the School's 'Data Protection Notice' which is available from the school.**

11. Intellectual Property Rights

We shall recognise any intellectual property rights vested in your child.

12. Changes in Ownership

For the purposes of constitutional changes to the School or amalgamation we reserve the right to transfer the undertaking of the School to any other natural or legal person, and to assign the benefit of this contract in connection with any such transfer, and/or to amalgamate the School with any other educational institution. Where appropriate we will inform and consult with all parents in relation to such changes.

13. Cancellation

- (a) The School shall be entitled to **cancel** this agreement forthwith by notice in writing without prejudice to its other remedies and without any obligation to return any deposit or fees paid by you if you are in material breach of any of your obligations **under this and any similar agreement with the School** and have not (in the case of a breach which is capable of remedy) remedied the same within (14) days of a notice from the School requiring it to be remedied (including for the avoidance of doubt persistent non-payment or material default under these terms and conditions). **For the purposes of illustration only (and without limitation), the following circumstances would typify what the School is likely to regard as a material breach entitling it to terminate this agreement: (i) failure to pay any fees or supplemental charges on time on more than one occasion; (ii) you (as opposed to your child) acting in such a way as to give the Headmaster cause to expel your child under Clause 6 (b) of this agreement; (iii) any other circumstances where your child is expelled from the School in accordance with the terms of this agreement (including the School Rules); and (iv) failure or refusal to complete and submit to the School a medical questionnaire in respect of your child.**
- (b) Either party may **cancel** this agreement forthwith by notice in writing without prejudice to its other remedies if the other (in your case) is unable to pay its debts or is declared bankrupt or (in the School's case) becomes insolvent or goes into liquidation or receivership or administrative receivership or is wound up for any reason.
- (c) For the avoidance of doubt, this agreement shall **end** at the end of your child's schooling which may be at the end of Year 11 if your child does not meet any requirements imposed under Clause 7(a) for entry into the Sixth Form.

14. Force Majeure (i.e. circumstances beyond our control)

- 14.1 In this agreement "force majeure" shall mean any cause beyond a party's control (including for the avoidance of doubt acts of God, war, riot, civil commotion, compliance with any law or governmental order, rule, regulation or direction (including that of a local authority), accident, fire, flood, storm, pandemic or epidemic of any disease, terrorist attack, chemical or biological contamination).
- 14.2 In the event of a force majeure arising which prevents or delays the School's performance of any of its obligations under this agreement, the School shall forthwith give you notice in writing specifying the nature and extent of the circumstances giving rise to the force majeure. Provided that the School has acted reasonably and prudently to prevent and/or minimise the effect of the force majeure, the School will have no liability in respect of the **non-performance** of such of its obligations as are prevented **or delayed during the continuance** of the force majeure. The School shall use its best endeavours during the continuance of the force majeure to provide educational services **(including by providing appropriate educational services remotely)**.
- 14.3 **Subject to Clause 14.2, if the School is prevented from performance of all of its obligations as a result of force majeure for a continuous period greater than six months, the School shall notify you of the steps it shall take to ensure performance of the agreement and you shall then, following receipt of such notice, be entitled to cancel the agreement on written notice and without giving a term's notice or paying fees in lieu.**
- 14.4 **Subject to Clause 3 (g), in the event that your child is unable to attend (or is likely not to be able to attend) the School due to reasons of his or her severe ill-health or physical impairment caused by a force majeure you shall give the School notice in writing of such circumstances and the following provisions shall apply:**

- (a) You shall, in consultant and cooperation with the School, use all reasonable endeavours to:
- (i) mitigate the effect of the force majeure in order to continue to perform the obligations under this agreement in any way that is reasonably practicable in the circumstances (such that your child can still participate and benefit from the provision of education by the School, including for example participating remotely); and
 - (ii) resume the performance of the obligations as soon as reasonably possible:
- (b) In circumstances where, following the efforts made and steps taken under Clause 14.4 (a), your child is not able to participate and benefit from any level of provision of education by the School then you shall not be liable for non-performance of your obligations (including the obligation to pay fees, pro-rated accordingly) during the continuance of the force majeure; and
- (c) in the event of the force majeure continuing to prevent your child from attending the School or being able to participate and benefit from any level of provision of education by the School for more than six months you shall discuss with the School a solution by which this agreement may be performed and following such discussions, you shall be entitled to cancel the agreement on written notice and without giving a term's notice or paying a term's fees in lieu.

15. Communications

All notices required to be given under these terms and conditions must be given in writing. You undertake to notify the School of any change of address of any person who has signed the Acceptance Form. Communications (including notices) will be sent by the School to the address shown in its records and unless other arrangements are agreed between us, we shall be entitled to treat any communication from the School to any person who has signed the Acceptance Form as having been made to both or all such persons. Notices that you are required to give under these terms and conditions must be addressed to the Headmaster and sent to the School's address. If sent by first class post, notice shall be deemed to have been given on the second day after posting.

16. Interpretation

Headings in these terms and conditions are for ease of understanding only and do not form part of these terms and conditions.

17. Jurisdiction and Governing Law

The contract between you and the School is governed by English Law. You agree with us to submit to the exclusive jurisdiction of the English courts.

18. Variations

We reserve the right to change or add to these terms and conditions from time to time for legal, safety or other substantive reasons or in order to assist the proper delivery of education at the School. The School will send you notice of any such modifications prior to the end of the penultimate term before the modifications are to take effect.

COMPLAINTS PROCEDURE

Introduction

Box Hill School has long prided itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the School in accordance with this Procedure.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint they should normally contact their son/daughter's Tutor for an academic matter or their House Parent for a pastoral matter. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the Tutor or House Parent cannot resolve the matter alone, it may be necessary for the Head of Department or Deputy Head (Pastoral) to be consulted.
- Complaints made directly to a Head of Department or the Deputy Head (Pastoral) will usually be referred to the relevant Tutor or House Parent unless the Head of Department or the Deputy Head (Pastoral) deems it appropriate for him/her to deal with the matter personally.
- The Tutor or House Parent will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within a week or in the event that the Head of Department or Deputy Head (Pastoral) and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

Stage 2 – Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Headmaster will meet the parents concerned, normally within one week of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Headmaster to carry out further investigations.
- The Headmaster will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Clerk to the Governors, who has been appointed by the Governors to call hearings of the Complaints Panel.
- The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of two Governors not directly involved in the matters detailed in the complaint, and one other person who shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Chairman of Governors or his Vice Chairman in the absence of the Chairman. The Clerk to the Governors, on behalf of the Panel, will then acknowledge the complaint and schedule a hearing to take place as soon as is practicable.

- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than four working- days prior to the hearing.
- The parents may be accompanied to the hearing by one other person; this may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within five working-days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it. The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Headmaster, the Governors and, where relevant, the person complained of.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by paragraph 6(2)(j) of the Education (Independent Schools Standards) Regulations 2003; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.

DRUGS POLICY

Box Hill has, in the light of recent government initiatives, revised its written policy on drugs. The old policy had been in place for five years. In view of the increasing availability of drugs in society and the recent prominence given to this issue in national debate and discussion it seemed sensible to revise and clarify for parents and students this area of serious concern.

So-called soft drugs like cannabis are widely available and offered at parties and sold on the streets and in public houses in most English towns. The same can also be said of Amphetamines (Class B) and Ecstasy (Class A). Cannabis has been 'downgraded' to a 'Class C' drug by the government and young people are regularly the targets, not only of 'pushers', but of ill-advised friends and acquaintances. We hope our revised policy will give Box Hill pupils the added support they need to resist these pressures.

Our policy as from January 1st 2006 will be as follows:

1. The school will continue to have a written drugs policy, involving testing, stated in the prospectus and Parent and Pupil Handbooks.
2. Pupils dealing in or supplying drugs will be permanently excluded.
3. No distinction will be made between use and possession in school and use and possession out of school.
4. On a first occasion, a pupil found to be using or possessing cannabis in or out of school, either by admission, use of 'Urine Tests', or other evidence regarded by the Headmaster (or in his absence the Deputy Headmaster) as conclusive, would be excluded for a period of 7 days. The Pupil would be allowed to remain at Box Hill subject to:
 - a. Receiving drugs education and support from the School Nurse/Counsellor.
 - b. Signing a statement of intent in front of Parents, Headmaster, and House Staff.
 - c. Regular testing at parental expense.
5. A second offence would however result in permanent exclusion.
6. Testing will be random but can include targeted testing of any pupil or year group. The test will be taken using a urine sample and will be administered and overseen by the School Nurse. The cost of the test will be borne by the school unless the test is positive when the cost will be the responsibility of the parent or guardian.
7. Possession or use of drugs from Classes A and B will be regarded as more serious offences. In the case of the former group permanent exclusion is automatic for a first offence and involvement with the latter group may also incur the same penalty.

ICT CODE OF PRACTICE

Your child(ren) must not reveal their password to anyone else, or allow them to use their network account under any circumstances. They will be held responsible for any action taken using their account.

They should change their network password to one that they can remember. Forgetting or allowing their password to be changed by another person is considered to be a breach of the Acceptable Use Policy, and frequent breaches could result in further punishment for them.

The School network, and all of the data contained within it is the property of Box Hill School. This includes their personal work areas and email mailboxes. These may be checked and altered at any time to preserve the integrity and smooth running of the network. Their permission will not be sought in these instances.

They must take care when using any piece of School equipment. They will be charged for any damage they cause. This damage will include a labour charge, at a rate determined by the Bursar.

They must not eat or drink near any piece of computer equipment, including printers.

They must not unplug any cable (electric or data) without prior permission from a member of staff. They must plug the cable back in when they have finished.

They must not turn off any piece of equipment without instruction from a member of staff.

They must not access, delete, move or amend any file that does not belong to them, without instruction from a member of staff.

They must not install any software onto the School network without permission. They must not install or use any unlicensed software within the School.

Internet access is provided to all pupils. They must use common sense when using this resource. The School maintains a filtering policy, and some sites may be filtered for the protection of all pupils. All Internet activity within the School is logged, and these logs are reviewed on a regular basis. Some sites may be filtered as a result of data contained in these logs.

They should at all times comply with the terms of the Acceptable Usage Policy which is displayed at regular intervals when you log onto a School computer.

GENERAL INFORMATION Absence: If you wish to be absent from any commitment you must obtain prior permission. If you are ill, you must report to the Medical Centre and if you are off games you must still report to your usual activity and await instructions. No pupil may miss any commitment through illness without permission from the Medical Centre. If you are a day pupil and you are unable to come to school, please let the school office know as soon as possible (01372 373382). **Activities:** We have a very wide range of **activities** - sporting, cultural and service, Duke of Edinburgh's Award Scheme and others and you will take part in these. You will have quite a lot of choice in the activities you follow, particularly the further up the school you are. You must keep a close eye on the various notice boards outside the McComish Hall. However, we do encourage you to try as many activities as you can fit in sensibly with all the other demands on your time. This is something to discuss with your tutor.

Assembly: There will be regular assemblies. Some of these will be for the whole school (Mondays). Some are for specific year groups (e.g. for sixth formers). Fridays are for house meetings.

Books: You may not leave your books and other possessions lying around the school. They will be removed in the interests of tidiness. If you lose your books, they will usually be taken to the reception or staff room. If you leave your laptop it will go to the headmaster's secretary and you will pay a fine to get it back.

Built up areas: To prevent damage you should play games well away from all school buildings and you should not use the front or pond lawns. We have plenty of space! Please use paths and steps not grassed banks to access the quad.

Buying and Selling: If you wish to sell anything at school for more than £10.00 your housemaster or housemistress and the parents of the seller and buyer must first give permission. Any advertisements you display must be signed by your housemaster/mistress.

Registration: This is a time when you must be with your tutor and be registered. We are required by law to register all students at least twice a day. We then have to submit attendance figures of each student to the Department for Education.

Careers: Whilst you are at Box Hill you will have the right to at least three **Careers interviews**. However, the school will do much more for you. There is a well-resourced Careers Room and staff willing to help you. Mrs van Staden is in charge of careers. **Church Services:** At the beginning and end of each term there is a Flag Service and ALL pupils must attend these services. In addition boarders may attend St Michael's church services on Sundays from time to time. Arrangements can be made for boarders to attend specific places of worship. Please arrange this with your house parent.

Cheques: If you wish to cash a cheque at the Bursary it must be accompanied by your housemaster/mistress's written authority.

Complaints: please see the last section in this booklet.

Council: This is an opportunity to make your views known. Each year group is represented and the meetings are every month. Your council, your voice!

Day pupils: You must be in school by 8.15am and attend registration at 8.25am and again at 1.40pm Monday to Friday. You must **always sign out** in house before you leave. You must fulfil all commitments before you leave. You must always be a good ambassador for Box Hill School.

Dining Hall: Food, crockery and cutlery must never be taken from the dining hall. Between meals the dining hall is out of bounds. You must always queue in a quiet and orderly fashion. Pupils are required to do dining room duties and these duty rotas are displayed in houses and at the entrance to the serving area in the dining room. At the end of the meal you must leave your area clean and tidy. There is a food committee that sits once each term to discuss with the catering manager matters of concern relating to the food etc.

Dress: see separate 'Dress Code'.

Eating and Drinking: You may eat and drink within your own house areas as allowed by house rules. You may not eat and drink publicly, either walking around school, or to and from the village.

E-Mail: every student is entitled to his or her own e-mail account. If you wish to e mail a member of staff you use the surname and first initial followed by @boxhillschool.org.uk. e.g. for Mrs Sunter use sunterm@boxhillschool.org.uk (see staff list for names and initials)

Equal Opportunities: We operate an Equal Opportunities policy for all boys and girls. If you think that this is not working, you should talk to a member of staff -in the first instance your housemaster/mistress or your tutor. Do not grumble...go and talk to someone!

Fire: You must be familiar with the **fire drill procedure**. Except in the case of fire, fire extinguishers and related equipment must **never** be touched. Fire escapes and fire doors must be kept clear and closed at all times. We will hold regular fire practices - at least one a term; we take these very seriously and so must you. You must always react to a fire alarm as if it is a real fire. The Fire Service attend all fire alarms at the school.

Food Committee: This meets twice a term. Each house sends two pupils to sit on the committee to discuss all matters relating to catering with the catering manager, bursar and deputy head (boarding).

Hair: see 'Dress Code'

House: You will become a member of a house. Every house has a **housemaster or housemistress**, an assistant housemaster or housemistress. You will also have a personal **tutor (see separate section)**. The housemaster, housemistress, assistant and tutor will do all they can to help you and you must feel free to talk to them.

If you are a boarder you will be registered in your house at 9pm (sixth formers at 9.30pm except Saturday 10.30 pm). These are times when the house gets together. They are very important! Occasionally, your housemaster/mistress will ask you to register at other times. You will be informed about these in advance.

ICT: The use of **Information Technology** is integral to the work of the school, particularly so in individual research, coursework and increasingly in teaching. The Information Technology facilities in the school are increasingly integrated. Any attempt to misuse a computer system could cause significant disruption to other members of the school. Such misuse will be treated as a serious disciplinary offence: it is very anti-social behaviour. The use of school computers to obtain, view or pass on inappropriate material is also forbidden.

Insurance: Your parents have been told about **insurance**. All your possessions should be covered on a home policy. Sadly things do get stolen at school and you should be covered against this, particularly for more valuable items. However, making sure all your possessions are clearly labelled is one way to discourage thieving. Take note of identification numbers on electrical equipment (eg mobile phones).

Jewellery: see 'Dress Code'

Meals: You will eat meals in the **Dining Hall** daily at the appointed times. There is always plenty of choice for you. Occasionally you will be on duty in the dining hall helping to clear up. Duty rotas are published weekly.

Medical Centre: This is located opposite St Nicolas and next to Ralph house. Except in emergencies you must go to the Medical Centre in surgery hours only. When it is not open you report first to housemaster/mistress

Mobile phones: A pupil may have a mobile telephone in school. It must be registered with the housemaster / mistress with details of number, make of phone and serial number. The use of mobile telephones on the school premises is restricted. The school accepts no responsibility for mobile telephones when in the pupil's possession. No effort will be made to investigate their loss. Insurance of the telephone is the responsibility of pupils and/or parents.

Planners: This will be given to you at the start of the Autumn Term. It is a very important book and should be taken to **all** your lessons. It will be seen regularly by your tutor and housemaster/mistress, and if you are a day pupil or weekly boarder, by your parents. Look after it well!

Possessions: You must lodge money and valuable items (e.g. passports) with housemasters/mistresses. All losses and damage must be notified immediately to your housemaster/mistress. You are not allowed dangerous items - drugs, alcohol, cigarettes, weapons, chemicals, fireworks and medicines unless the latter are authorised by the doctor, in which case the San and your house staff must know as well. You are encouraged to keep your possessions in your lockable cupboard; make sure they are clearly labelled. Please respect the possessions of others.

Prep: This is a period of time in the evening when you do your homework. You will work in your house. You may do your prep between 5.30pm and 7.30pm or you may be doing an activity for part of this time. Supper is at 7.30pm and then the boarders have free time.

Punishments: see separate section.

Roads: You must use the designated crossing points when crossing Old London Road by the main school entrance. Traffic is travelling at 30mph or more and **you must check very carefully before you cross the road**. We do not want any accidents. If you are running or walking on a road you must face oncoming traffic. You must always show courtesy to other road and footpath users.

Stationery: You can buy stationery, uniform and other items from the school shop next to the multi gym. Opening times are displayed on the shop door. Mrs Smith runs the school shop.

Telephones: Each house has a **telephone**. You may use these in free time. There is also a telephone box at the front entrance

Thirds: The school is divided into six thirds and these groups compete against each other in a variety of competitions throughout the year in order to win the Inter-Thirds Cup at Prizegiving.

Travel: You may accept lifts only from members of staff or their spouses, or, with housemasters or housemistresses permission, from other adults connected with the school.

No *boarding pupil* may keep motorised transport at or near the school.

Day pupils may, with the approval of parents and the deputy headmaster use a car or motorcycle to come to school in the morning and go home in the evening. No other journeys may be undertaken and lifts may not be given to other pupils. The sharing of transport by day pupils must be agreed between their parents and the deputy headmaster. All houses have their telephone numbers.

Tutor: This is a member of staff who sees you every week and discusses with you your academic progress and any other relevant matters. When you first come to Box Hill, your tutor will be appointed to you and you may change tutors as you go through the school. Your tutor liaises with your parents/guardians and supports you in many ways.

Visitors: Box Hill always has visitors coming into school. If you come across them, you should greet them and make them feel welcome; if they are lost please escort them to their destination or show them where the main Reception area is in Dalewood. Members of the school may be used as headmaster's guides (particularly Sixth Formers) and you may be asked to take visitors around the School.

Weekly Timetable:

Boarding pupils should be out of bed by 7.00 am (Monday to Friday) and must go to breakfast. You must be correctly dressed.

All pupils must attend registration at 8.25 am (Monday to Friday) and also at 1.40 pm.

Boarding pupils must be in their houses for registration at 9.00 pm for years 7 to 11 and 9.30 pm for sixth formers who can register later on Saturdays.

Lessons/activities - You must always attend lessons and activities promptly and be properly equipped. Think ahead and make sure you have all the correct equipment and books for the lessons you are attending, especially taking your planner.

Study Periods - In the **Sixth Form**, during your 'free' periods you will be allowed to study on your own, but you should be warned that poor effort grades, late assignments and/or poor behaviour during study periods may well result in the loss of this privilege; you may well have to sit in supervised study periods. It is up to you not to waste valuable study time during free periods.

Who's Who? For academic matters, see separate staff list. For other matters, try the following:

Sport	Mr Sutcliffe
Duke of Edinburgh	Mrs Sunter
Activities	Mrs Sunter
Careers	Mrs van Staden
Charity	Mrs Sunter
Library	Mrs Pavey
Debating/Public Speaking	Miss Naidoo

Worries: please see last section of this booklet

CODES OF BEHAVIOUR

There are codes of behaviour which apply in any community. You must at all times show care, consideration and courtesy towards all fellow pupils, all members of staff, teaching and others, and all visitors to make this a community of which you are proud to be a member. You must respect property, whether personal or school, so that all may live in trust with each other. You have a responsibility to consider the reputation of the school at all times and to uphold this by your own good behaviour. This is important, particularly in our locality and when you are known to be representing the school.

Box Hill School has very clear policies in the important areas of smoking, drinking of alcohol, drugs, personal relationships, and respect for property. These are supported by (a) a positive programme of education to make you aware of the facts and the dangers involved; and (b) the detection and punishment of those who offend.

Alcohol

Drinking alcohol seems to be on the increase particularly for the under 18s. It can be very dangerous. The school policy is that you do not drink alcohol except as permitted by your housemaster/mistress. You will be punished if you drink at unauthorised times, are in the company of student(s) drinking, or possess alcoholic drink. In some circumstances you may be punished if the headmaster or his representative has good reason to believe that you have been drinking. The minimum punishment is a fine (£10) and quite possibly a temporary exclusion from school. Additional, heavier, punishments will be given to those who drink spirits, supply alcohol or are found to be drunk. Your parents will always be notified. A particularly serious view will be taken of those who drink in the presence of younger students.

Bounds (or where you can/can't go in your free time)

If, when you are free, you intend to leave the school grounds, you must first sign out with housemaster/mistress. We must know where you are in case of any emergency.

Please note that around school:

- ~ The kitchen and kitchen corridor, the service area in the dining hall and the maintenance areas are out of bounds.
- ~ The front door of Dalewood is for staff and Syndicate members use only.

~ Do not use the grassed areas in the quad or the front of Dalewood.

Boarders must remain within their own designated area after the bedtime evening registration unless they have permission to be elsewhere.

Bullying

Bullying of any kind is not tolerated at Box Hill. Our policy on this is clearly laid down and it will be explained to you in your early weeks at Box Hill. We expect your support. If you are being bullied or you know of anyone else who is being made unhappy it is your duty to inform a member of the Syndicate or member of staff.

Drugs

Our policy is to prevent you from having any involvement with drugs. If we have reason for concern that you may be involved or you produce a positive urine test result. These tests are usually carried out randomly. If this test is positive, you may be allowed to stay at Box Hill provided that you have regular urine tests thereafter. If any future test is positive, no matter when or where the drug was used, you would be permanently excluded. If you are caught in possession of, or using soft (Class C or B) drugs, you will be temporarily excluded and will only be allowed to return on the condition that you will undergo regular testing. If a future test is positive, no matter when or where the drug was used, you will be permanently excluded. If you supply drugs of any sort at school or are involved with hard (Class A) drugs you will be permanently excluded automatically first time.

Gambling

You may not gamble at Box Hill. It only leads to upset and trouble for all concerned.

Personal Relationships

For your guidance and protection the following rules apply:

- 1 Relationships are the responsibility of both parties, girls and boys, younger and older.
- 2 No form of intimate physical or sexual contact between pupils is permitted in or around the school premises and may result in temporary or permanent exclusion.
- 3 Sexual intercourse may lead to permanent exclusion.
- 4 Any couple found in suspicious circumstances or any pupil who leaves his/her house without permission after the evening registration is guilty of a very serious offence, which may well lead to a temporary or even a permanent exclusion.

Property

We expect you to respect property, whether personal or school, and we will take serious action against those we know who do not do so. *All your personal possessions should be clearly labelled.*

You must understand and support the school anti-theft policy. Theft is a serious crime. It destroys trust in the community; it leads sometimes to intimidation and always to unhappiness. Theft is totally unacceptable.

Smoking

The school policy is that you do not smoke. The dangers of smoking to your health are well known and we will do everything we can to prevent you from smoking here at school. You will be punished if you do smoke, are in the company of pupils(s) smoking, or possess smoking materials. In some circumstances you may be punished if the headmaster or his representative has good reason to believe you have been smoking. The possessions of known smokers may be subject to frequent searches. We seek parental support on this matter. We offer as much 'education' against smoking as possible and we try to detect offenders. We will always be willing to help and support smokers who wish to 'kick the habit' This can include nicotine replacement therapy free of charge.

SMOKING SANCTIONS

FACT: SMOKING DAMAGES YOUR HEALTH. IT WILL KILL YOU IN TIME.

These sanctions relate to offences committed in **one term.**

Years 7 – 11

1st Offence

- £15 fine payable immediately in cash by the student
- House Confinement at breaks and lunch times for 5 school days
- 1 hour Friday detention
- Letter from Housemaster/mistress to parents/guardians
- 2 hours of practical work at the convenience of Housestaff

2nd Offence

- £20 fine payable immediately as above
- House confinement for 5 working days as above
- 2 hour Saturday detention supervised by SMT
- Letter from Headmaster to parents/guardians
- 2 hours of practical work at the convenience of Housestaff

3rd Offence

- £30 fine payable immediately as above
- Internal Suspension for 48 hours
- House confined for 10 working days as above
- 2 hours practical work at the convenience of Housestaff
- Parents/guardians asked to come into school for interview with HM or DHM + student
- These sanctions relate to offences committed in **one term.**

Years 12 and 13

1st Offence

- £15 fine payable immediately in cash by the student
- House Confinement at breaks and lunch times for 5 school days
- Boarders not permitted to sign out of school on following Wednesday afternoon
- Day pupils not permitted to leave school until 4.45pm and to attend detention on the following Wednesday afternoon
- 2 hours of practical work at the convenience of Housestaff

2nd Offence

- £20 fine payable immediately as above
- House confinement for 5 working days as above.
- Boarders not permitted to sign out of school for 3 Wednesday afternoons
- Day pupils not permitted to leave school until 4.45pm and to attend detention on three Wednesday afternoons
- Letter from Housemaster/mistress to parents/guardians
- 2 hours of practical work at the convenience of Housestaff

3rd Offence

- £30 fine payable immediately as above
- Internal Suspension for 48 hours
- House confined for 10 working days as above
- Boarders not permitted to sign out of school for 3 Wednesday afternoons
- Day pupils not permitted to leave school until 4.45pm and to attend detention on three Wednesday afternoons
- Letter from Headmaster to parents/guardians
- Parents/guardians asked to come into school for interview with HM or DHM + student

SANCTIONS / PUNISHMENTS:

It is only fair to tell you that for more offences which need some form of sanction imposed against you, you might be punished in various ways. The punishment or sanction is in accordance with the nature of the offence committed:

- *Fined* - see school rules on smoking and alcohol abuse in the previous section in this booklet. You would not usually be punished in your first two weeks at school except for discourtesy or wilful disobedience.
- *Practical Work* – usually at least two hours doing something of benefit to the community (eg litter picking)
- *Gated* - confined to school and told to report in at certain times and have a chart signed; the length of time for which you may be gated will vary according to the nature of the offence and your past conduct;
- *Suspended* - a period of time you will be sent home to discuss matters with your parents or guardians - from 48 hours up to two weeks
- *Charts* – You need to keep a chart for a period of two weeks. They come in a variety of colours. Green is voluntary and is between you and your tutor. Blue is the first compulsory chart given and monitored by your tutor. Yellow comes from a deputy head and red is from the headmaster. If you fail on a red chart you could be asked to leave the school. Most pupils respond positively to the chart systems and it helps them get back into control.
- *Contract* – if your behaviour and general attitude towards school warrant it, you may be put on a school contract. This is a formal written document signed by both the student and the Headmaster stating clear conditions under which you may remain in school;
- *Permanent exclusion* – you will be asked to leave the school immediately by the headmaster. It will be on your school record and thus in any reference the school may write for you. There is a clear grievance procedure in the event of a permanent exclusion.

DRESS CODE

Girls Uniform (years 7 to 11)

Grey school skirt

White school blouse

Blouses should be tucked in to the waistband of skirts

School blazer

A green school sweater is available for cooler weather or fleece

Black or flesh coloured tights in winter and white ankle socks or flesh coloured tights in summer

Black leather or leather look shoes with suitable and sensible heels. Suede shoes are not permitted

Coats or jackets must be black or navy blue, plain with no motifs or lettering. Not leather or suede

School scarf or plain dark coloured one

Jewellery

One pair of appropriate stud or small earrings in the earlobes

No other piercing is permitted

One ring, bracelet and small necklace are allowed

Girls in Years 7-9 must not wear make-up
Girls in years 10 & 11 can use discreet make-up

Hair

Hair must be of a suitable length.
Girls with hair below the neckline must have it back off the face
Hair must be tidy and look natural not obviously tinted or treated

Sixth Form/Syndicate

Formal Dress

Blouses, with collars, worn with a jacket of conventional pattern and colour (not leather or suede)

Plain skirts of a respectable length

Suitable shoes with sensible heels (not boots) and plain tights (not socks) NOT trainers or canvas shoes.

Trousers may be worn if they are plain black, navy or grey (not leather or velvet)

All jackets/blazers must have buttons not zips. A sweater (v-neck) may be worn in cooler weather but it must be plain or a subtle pattern.

Discreet use of jewellery and cosmetics is permitted.

Winter coats must be long, conventional style and plain dark colour

Rules regarding hair apply to all members of the school (see above)

Smart casuals is a less structured version of the above but must not include denim jeans or trainers.

Casual dress is at the choice of the individual but must not include dirty or torn garments. It must not be too revealing.

Sportswear for all girls

School tracksuits (not summer term)
Thirds polo shirts or white polo shirts
Rugby shirts (not in the summer term)
Green school shorts
Purple school sports skirt
No jewellery with sportswear
One piece swimsuit (summer)

Boys Uniform (years 7 to 11)

Mid-grey trousers
White school shirt
Shirts should be tucked in to the waistband of trousers
School tie
School blazer
A green school sweater is available for cooler weather or fleece
Grey or black socks
Black leather or leather look shoes with suitable and sensible heels. Suede shoes are not permitted. No boots are allowed.

Coats or jackets must be black or navy blue, plain with no motifs or lettering. Not leather or suede
School scarf

Hair

Hair must be of a suitable length. Hair must be tidy and look natural not obviously tinted or treated. No excessive use of gel.
Boys should be clean shaven
No piercings are permitted

SixthForm/Syndicate

Formal Dress

Dark blazers/sports jackets with trousers or suits of a conventional pattern and colour (not baggy trousers or jeans etc.)

Shirts should be plain or with a discreet pattern and must have collars. White shirt for very formal occasions.

Black leather shoes not boots, trainers or suede shoes.

The sixth form tie must be worn by all except members of the Syndicate/Captains of Guests and House Captains who may wear ties of their own choosing.

Sweaters which are v neck, plain or subtle pattern may be worn in cooler weather. NOT sweatshirts etc.

Winter coats must be long, conventional style and plain dark colour

Rules regarding hair apply to all members of the school (see above)

'Smart casuals' is a less structured version of the above but must not include denim jeans or trainers.

'Casual dress' is at the choice of the individual but must not include dirty or torn garments.

Sportswear for all boys

School tracksuits (not summer term)

Thirds polo shirts or white polo shirts

Rugby shirts (not in the summer term)

Green school shorts

During the working day (8.25am to 4.35pm) we expect all students to be properly and neatly dressed. You should take pride in your appearance.

The final decision as to what is appropriate rests with the headmaster.

PROCEDURE FOR YOUR WORRIES AND COMPLAINTS

This information is for your use. Read it and keep it safely. 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 it and think that there is something you need to complain about, you can look at the booklet on your house notice-board and spare copies are available in the school office. If you do not understand something, ask a member of staff, or a friend to explain it to you. There are two things to remember:

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

Either way, the following will assist 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, your parents, guardians, or an older boy/girl to whom you feel you may turn. You could talk to a peer mentor or a member of the Syndicate. Your tutor, housemaster or housemistress is always ready to help or any other member of staff you know and to whom you feel you can comfortably talk.

You can make an appointment at any time to speak to the chaplain, the deputy heads or the headmaster. As an alternative, you

could talk to one of the nurses in the san, or the school doctor.

You may feel that you would like to talk with someone outside the school. This is perfectly natural. Childline can be contacted on 0800 1111. There are lots of useful websites.

There are also two **school counsellors** (one female and one male). If you would like to speak with one of them you should speak to your houseparent or you could see Mrs Sunter

What happens if I want to make a complaint about something?

Sometimes you may feel that you would like to complain about something that is worrying you. This might be about the way you are being treated. The first thing you should do is speak to any member of staff you can trust (e.g. your housemaster or housemistress or tutor): you can take a friend with you if you wish -another pupil or another member of staff. (At any stage of the complaints procedure you can have a friend or chosen member of staff with you).

- if that does not resolve the matter you may wish to make a formal complaint. To do this you may write to your housemaster/mistress or a deputy head. You could ask your housemaster/mistress to make a written complaint for you.
- your complaint will then be written in the complaints book held by the deputy head (pastoral) who will let you know he has received it.
- within the next two days you will be asked to talk the matter through with the deputy head (pastoral) You can either have a friend or chosen member of staff with you.
- If, after that meeting, you are still not satisfied, you should contact any of the people listed previously and seek their advice.

If your complaint is about another person you do not need to tell them you have reported them

- **remember** if anything or anybody is making you worried or unhappy, it is your right to ask for help. Do not be embarrassed; do not be ashamed; let somebody know.

And finally ...

Clearly we all want you to be happy and successful at school. If you are in any doubt about anything that happens at school, just ask for help. Never 'sit' on any problem.

If you feel that school could be changed for the better, then various forums exist for just that purpose. We will always listen to constructive criticism. **Make your voice heard: be involved.**