



Care and Support at Charterhouse

CHARTERHOUSE



OVERVIEW

The Children Act 1989 requires schools to ensure that pupils know the avenues open to them and those who are available to help. This policy is designed to comply with Sections 2.2 and 2.3 of the NMS for boarding schools.

CARE

If you need advice, or want to talk over a problem, you will usually go to your Housemaster, Asst Housemaster, Tutor or Matron. Other sources of support include the following sources of assistance.

Hunt Health Centre (HHC)

In general, Matrons will deal with minor medical issues in House. For more serious concerns, or if you wish to see a Doctor or Nurse, you may ask in House for a chit to visit the HHC.

The HHC provides 24-hour nursing cover. There is a Nurse on call between 8.00 pm and 7.30 am Monday to Saturday mornings, and from 6.00 pm Saturday to 7.30 am on Mondays.

Landline: 01483 291691

Mobile: 07881 915671

Opening times: **Monday – Friday:** **7.30 am – 8.00 pm**
 Saturday: **7.30 am – 6.00 pm**

Peer Support

Members of the Peer Support Team will visit each House periodically throughout the year. They provide you with an opportunity to talk to a senior pupil who may have experienced similar situations as they themselves have progressed through the School. You may also contact them directly:

Email: peersupport@charterhouse.org.uk

Text: 07796 075 864

Further details may be found on the Peer Support Notice.

Confidential Support

You may also consult confidentially the following:

The School Chaplains:

The Senior Chaplain:	The Revd Clive Case, BA, MTh cac@charterhouse.org.uk	415104
Chaplain:	The Revd Adam Watkinson, MA ajmw@charterhouse.org.uk	422155
Roman Catholic Chaplain:	Father Dunstan Keauffling, OSB	

The School Medical Officer:

c/o The Hunt Health Centre 01483 291691

Counsellors:

Resident Counsellor:	Ms Jan Symes, BA, MBACP, UKCP, SRN, CQSW jansymes@charterhouse.org.uk	413250
Visiting Counsellor:	Mr Ray Watters, BA raywatters@charterhouse.org.uk	

PUPIL CONCERNS AND COMPLAINTS

If a pupil has a concern or complaint it may be addressed to the Head of House, Head Boy, Head Girl, Tutor, Matron, Housemaster, Deputy Headmaster (Boarding & Compliance) or Second Master. If matters cannot be resolved by them or, if circumstances dictate a direct reference to him, the Headmaster may be consulted. Alternatively, the matter may be referred to one of the School's Independent Listeners:

Mrs Mary Morris
Willow Grange
Woking Road
Guildford
GU4 7QS

+44 (0)07949 685683
+44 (0) 1276 4759110
+44 (0) 1483 543520

mary.morris@cofeguildford.org.uk

Mr Julian Roberts
Long Barton
Longdown Road
Guildford
GU4 8PP

+44 (0)1483 563359

jvfroberts@hotmail.co.uk



CARE AND SUPPORT AT CHARTERHOUSE

CHARTERHOUSE

Parents or pupils may also contact:

The Children's Commissioner:

0800 5280731

<http://www.childrenscommissioner.gov.uk>

Surrey County Council Children's Services:

0300 1231640

Child Line:

0800 1111

Independent Schools Inspectorate:

0207 600 0100

OFSTED:

0300 1231231

Fax: 08456 404049

enquiries@ofsted.gov.uk

The Local Authority Designated Officer:

0300 123 1650

LADO@surreycc.gov.uk

For Child Protection issues please consult the Designated Safeguarding Lead or his Deputy:

Mr JM Richardson:

07833 435904

Miss AJA Hawkins:

07827 956697