



## **OBH Happiness Charter**

You and your parents have chosen this school because they believe it is the best one for you and, while school can never replace home, it is our aim to make life for you at OBH as happy as possible.

There may be times, just as there are at home, when you may feel unhappy, worried or feel that you have been treated unfairly, and this leaflet suggests what you might do if you feel like that.

If you do not understand anything in this leaflet, get a member of staff, a friend or an older pupil to explain it to you.

There are two things to remember:

A: You may just wish to talk to someone, or

B: You may wish to make a complaint.

Either way, this information 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, or an older pupil to whom you feel you can turn. The Headmaster, Mrs Brett, the School Chaplain, Nurse, any of the Boarding Staff or your Form Teacher or Tutor are always ready to help or any other member of staff you know, to whom you feel you can talk comfortably.

There may be times when you feel you cannot talk with a member of staff – this is perfectly natural. You may wish to talk to any of the School Prefects or Dormitory Captains. You can also talk, telephone or write to any of the people listed at the bottom of this leaflet, or alternatively leave a note in the 'suggestions and concerns' box outside the surgery which is opened regularly by Mrs Lennon.

### ***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 how you are being treated. The first thing you should do is to talk to any member of staff you trust.

In very rare cases you may feel that you cannot approach anyone within the school. You may then wish to contact:

- Your parents
- The Revd. Liz Law 01449 737993
- Suffolk Social Care Services 0808 400 4005
- Childline 0800 1111