



Queen Mary's
SCHOOL

BOARDING HANDBOOK (NMS 1 B1b)

INFORMATION FOR PARENTS/GUARDIANS OF BOARDERS

This booklet is designed to provide you with information about boarding at Queen Mary's.

Boarding Pastoral Principles at Queen Mary's

Queen Mary's encourages girls to adopt the highest spiritual, social, cultural and moral standards and to respect the aims and ethos of the School. We encourage mutual trust, honesty, integrity and common courtesy. We believe that strong relationships, good manners and a secure environment are key in the development of thoughtful and independent girls who are motivated to become life-long learners. In addition, we develop qualities of team-work and leadership through the opportunities for evening and weekend activities.

Everyone has the right to feel safe and secure and to be treated with respect. Queen Mary's is strongly committed to promoting equality of opportunity for all, regardless of race, religion, gender, sexual orientation, physical disability or learning difficulty.

Our central philosophy for pastoral care at Queen Mary's is to follow the four cornerstones of the School: Trustworthiness, Good Manners, Public Spirit and Good Hard Work.

In addition, the aims of the school are at the core of our care:

- Strives for excellence in every endeavour
- Loves life and enjoys learning
- Nurtures spirituality and personal growth
- Respects individuality and embraces diversity
- Enhances character and builds resilience
- Creates independent young people
- Makes strong and lasting friendships

Ut Serviamus

To Serve

Spiritual Ethos

Queen Mary's School is established in the Christian tradition of the Church of England but welcomes people of all faiths or none. Many opportunities are provided for reflection on the Christian faith and the positive benefits of following the teachings of Jesus for the flourishing of life. The Chapel is never locked and girls are free to go into the Chapel whenever they wish.

A Eucharist Service for Years 7-11 is held every week. Years 5 & 6 have a weekly Chapel Service on Tuesday mornings and Reception-Year 4 on Thursday mornings. The girls regularly participate in Chapel services through the Choir, readings and leading the prayers.

Whole School Prayers take place in the Great Hall on Mondays and Fridays. On Wednesdays Prayers take place in the Great Hall for KS2, 3 & 4. Speakers from Christian (including the RC Priest from Thirsk who comes every term) and other traditions are regularly invited into school to speak at Whole School Prayers or at the Eucharist.

“God Squad” (Bible stories, prayers, quizzes and games) takes place every Tuesday lunchtime in the Chapel. Confirmation Classes are held in the Chapel during the Spring and Summer Terms on Thursday lunchtimes. An annual Confirmation Service is conducted at school each year by the Bishop of Whitby. The Vicar of Topcliffe regularly visits the school and speaks at Prayers and Services. On Remembrance Sunday each year the boarders attend a Service at St Columba’s Church, Topcliffe, on another Sunday in the Spring Term they attend a Service at Baldersby St James Church, and the local Benefice Eucharist Service is held at Queen Mary’s in May each year with the boarders in attendance.

In the Autumn Term parents are invited to a Harvest Service. In the Spring Term parents are invited to a Mother’s Day Service and in the Summer Term parents (and animals!) are invited to a Pet Service that is held on the West Lawn.

The chaplain leads a weekly time of prayer for Staff in the chapel and a Parent Prayer Group once every half term. The chaplain also hosts a Dinner in the Autumn and Spring terms, and an afternoon Tea in the Summer term at which a guest speaker is invited to give a short Christian message.

We encourage tolerance and understanding of all faiths.

We believe the spiritual ethos of our school is an important foundation which underpins all areas of school life and helps prepare pupils to face the challenges of modern life.

Boarding Matters

Staffing structure of the Boarding Department

Mrs Deborah Hannam Walpole	Deputy Head
Mrs Helen Duxbury	Senior Housemistress
Mrs Sheila Pyke	Senior Housemistress
Mrs Sharon Beaumont	School Nurse
Miss Brooke Oakley	Junior Housemistress
Miss Hannah Wheeler	Junior Housemistress
Miss Kiriana Welsh Phillips	Volunteer Gap Girl
Miss Lily Dumain	Music and Boarding Assistant

A member of the boarding staff is normally available throughout the day. At least two members of the boarding staff are resident and on call overnight.

Boarding Staff and Contact details

For general matters please contact: boarding@queenmarys.org

Mrs Helen Duxbury h.duxbury@queenmarys.org
Senior Housemistress 01845 575044

Mrs Sheila Pyke s.pyke@queenmarys.org
Senior Housemistress 01845 575044

Mrs Sharon Beaumont s.beaumont@queenmarys.org
01845 575045

The boarding team welcome contact with parents and can be contacted by phone, letter or email.

Boarding Information

A letter is sent out to parents at the end of each term which includes a summary of the term's events, reminders for parents and information on return times and future events. In the summer term, a copy of the Boarding Handbook is also included.

Types of Boarding available at Queen Mary's School

We offer three boarding options:

Full boarding

Full boarders may stay at school 7 days a week during term times but must leave school for all exeat and holidays (half term and end of term). Full boarders may be invited out to friends' homes at weekends and this is allowed providing permission has been given by both sets of parents. Parents may take their daughters home for any weekend(s)/weeknights of their choosing.

Weekly Boarding

Weekly boarders follow the same routine and rules as full boarders, but go home when school finishes for the week:

Year Y6 and below finish Friday at 15:45, but will be offered optional activities on a Saturday if they wish to attend these.

From the summer term of Year 6 onwards (and in all terms from Years 7 to 11) girls attend Saturday school which finishes at 12:00 and weekly boarders finish the week on Saturday at 12:00, or after their school commitments such as choir/matches.

Weekly boarders may return on either Sunday evening or in time for registration on Monday morning.

Weekly boarders may stay in school on a Saturday night if parents wish, but as the fee for weekly boarding does not include boarding on a Saturday night an additional fee applies.

If a weekly boarder is going to be out of school on one (or more) of her usual boarding nights, we require telephone or email confirmation of this by parents.

Flexi-Boarding

We offer 'flexi-boarding' which enables girls to stay for chosen nights (subject to availability) on either a regular or irregular (ad hoc) basis. This may be for a variety of reasons: perhaps to fit in with after school activities or because parents are away from home, or perhaps as an introduction to weekly/full boarding. Whereas full and weekly boarders are allocated a specific bed, flexi-boarders are allocated a bed on the day according to the number and ages of girls flexi-boarding on that particular occasion. Whilst we like to maintain as much continuity as possible, the number of flexi-boarders varies enormously from day to day and flexi-boarders are therefore likely to have to sleep in different beds from time to time.

Change in Status

If parents would like to change their daughter's boarding status, this should be done in writing to the Head to comply with school procedure. One term's notice is required when changing status from full or weekly to flexi or day.

The school reserves the right to revert a pupil to day status in consultation with but without a full term's notice for serious or recurrent breaches of the behaviour policy.

BOARDING ROUTINES

Morning Routine

Boarders are woken at 7:10. Girls in Key Stage 2 are supervised by a gap girl to ensure they get ready with clean uniform, hair brushed etc. KS2 boarders are permitted to attend Saturday breakfast wearing their pyjamas and dressing gowns.

Girls in Key Stages 3 and 4 are required to get themselves ready and attend breakfast punctually.

Breakfast is served between 7:30 and 8:00 and a register is taken in the dining room to ensure all girls are up and have eaten. All girls are required to be downstairs for breakfast by 7:45 in full uniform.

School begins at 8:30. It is expected that all girls will be out of the dorms by 8:20.

After-school Routine

Lessons finish at 15:45 for girls in Years 3 and 4 throughout the week, and also at this time for Years 5 and 6 on Fridays.

For all others, lessons finish at 16:40, after which there is a break when a light snack is available.

There are after-school activities and clubs arranged every evening, which are available to all girls. Girls in Key Stage 2 not attending clubs have supervised prep until dinner. Girls in Key Stages 3 and 4 have free time until dinner if not participating in an organised club/activity

Dinner is served from 17:45–18:30. Early or late dinners can be arranged should the need arise. A register is taken at supper to ensure attendance.

An evening activity is provided for Key Stage 2 boarders from 18:30-19:15 on Mondays-Thursdays. For boarders in Year 7 an activity is provided on Mondays-Thursdays from 19:30 until 20:15, and upon request for Years 8–11. On Friday evenings, an activity designed to appeal to all ages is offered and all years are encouraged to attend. Examples have included discos, dance classes, quizzes, outdoor games, etc.

Prep takes place every evening and is supervised by the teaching staff. Prep finishing times are as follows:

Years 3-6	17:45
Year 7	19:30
Year 8	19:45
Years 9-11	20:00

Boarders are offered the opportunity to have a drink and a light snack before bedtime. All years have a set bedtime and boarders are expected to follow staff instructions with regard to these. There is a designated "quiet time" 15 minutes before lights out when all girls are expected to be in bed to settle quietly and perhaps read. During this time the boarding staff collect all mobile telephones and other electronic devices (such as laptops, tablets, etc.) in preparation for swift settling after lights out. Once a dorm's lights have been turned out, boarders should not talk in order to ensure the opportunity for adequate sleep for all.

Lights are turned out at the following times:

Key Stage 2	20:30
Year 7	20:45
Year 8	21:30
Year 9	21:30
Year 10	22:00
Year 11	22:15

Weekends

After Saturday school the rules at Queen Mary's become more relaxed and we strive to create a more homely atmosphere. A Senior Housemistress, with the help of the Head of Adventure and other staff, will take responsibility for all weekend boarders. An activity or outing is arranged for every Saturday and every Sunday (details in the White Book) and all girls are encouraged to participate. Many of these involve no additional cost, but some of these outings incur small additional charges which are added to the termly invoice. For the occasional ones that cost more than £25 we always seek specific parental permission in advance.

Each week we collect information from the full and weekly boarders regarding their weekend arrangements and from time to time we may need to contact parents to clarify aspects of these. If a full boarder is going to be out of school for part or all of a weekend, the boarding staff should be notified by parents at the earliest opportunity. If she is going to be leaving school or staying with someone other than with parents, consent will be required from all parties.

A meeting is held at 13:00 each Saturday to finalise arrangements regarding the weekend and all weekend boarders are required to attend unless involved in a match or other school activity. Reminders about mealtimes, laundry, etc. are given out and each girl's plans are checked.

Sundays begin with a 'pyjama breakfast' at 10:00, enabling girls to enjoy a relaxed start to the day. The Sunday activity is usually off-site from approximately 12:00 until 16:30, although this depends on the destination. Girls in Key Stage 4 have the option to stay in school to study, or use the stables, etc., but must keep staff informed of their whereabouts at all times. Packed lunches are provided which can be eaten at a convenient time. Dinner is served at 18:00. Weekly boarders returning on a Sunday may return in time for dinner, or at least half an hour before bedtime.

Dormitories

Girls are grouped in dormitories according to their age. Dormitories vary in size with between 2 and 7 beds in each room.

Each 'dorm' is assigned a Dorm Captain who is responsible for ensuring all the girls within her dorm are safely out in a case of an evacuation and also for tidiness and the general morale of the room. This role is reassigned termly.

The boarding staff are responsible for deciding which dorms the girls are put in. Whilst every effort is made to accommodate the girls' and parental wishes it is not always possible to do so subject to boarding demand, space in dorms and pastoral issues that may arise.

Access to dormitories

Boarders in Key Stage 4 are permitted access to their dormitories at designated times during the school day. Boarders in Key Stages 2 and 3 may not enter their dormitories during the school day except with specific permission in special circumstances.

Parents may only go up to the dorm area at the beginning of term to help their daughters settle in. At other times, parents are not allowed in the dorm area, unless accompanied by a member of the boarding staff. If parents need to bring items into school for their daughter, these should be left at Reception in the Outer Hall and staff will arrange for them to be delivered.

Access to boarding areas is restricted to the following personnel:

- Boarding staff
- The school nurse
- The doctor, if accompanied by the school nurse (or if not available, a member of the boarding staff)
- Cleaners
- In-house maintenance staff
- Personal hygiene services staff – accompanied by a member of the boarding staff when required.

External contractors are signed-in in accordance with the visitors' procedure and accompanied at all times in the boarding area.

Consideration for others

As part of community living, girls are asked to be mindful of others and conduct themselves politely and appropriately at all times. Girls are to be suitably clothed at all times, to prevent embarrassment for themselves and others. For example, when going to and from the showers, girls should wear a dressing gown/bath-robe.

Laundry

Full and weekly boarders' laundry can be laundered on the school premises. Please note that a small charge is added to the termly invoice to cover this service.

All girls should provide their own duvet and pillow with two named duvet covers and pillow cases. Sheets are provided by the school.

It is vital that all items, including uniform, home-clothes, underwear, towels and bedding are named. Small items such as underwear and socks should be put into laundry inside a named 'net-bag' to minimise loss. Girls should put laundry in on a 'little and often basis' rather than hoarding it until a backlog builds up, as although we aim to return laundered items to the laundry lockers within 24 hours, occasionally circumstances prevent this. Bedding is changed a minimum of once every 2 weeks. Fresh sheets are always accessible to the girls.

Flexi-boarders take their clothes home to be washed.

Any items that are unnamed and unclaimed at the end of each term will be taken to a local charity shop.

Hygiene

Girls are encouraged to shower and wash every day, with hair washed on a regular basis. A selection of toiletries and other essentials is kept in the Boarders' Shop available for purchase if required, with the cost being added to the termly invoice.

Health / Medical needs

The school nurse is usually on duty Monday to Friday from 08:15 to 16:00. All boarding staff are trained in First Aid. Full and weekly boarders are registered at Thirsk Health Centre. The school doctor visits school every Tuesday morning during term time. If a boarder needs to see the doctor at other times, she will be taken to Thirsk Health Centre. Girls normally have the school nurse, or a member of the boarding staff, present during consultations, but girls may also freely request that they see the doctor or dentist unaccompanied. The confidentiality and rights of boarders as patients are always respected.

All new boarders have a medical examination which is completed by the school nurse and the school doctor. The weight and height of boarders will be checked at other times as necessary. It is important that parents let us know of any problems with their daughter's health, including eyesight and hearing.

All medication must be handed in to the school nurse or boarding staff on arrival at school so it can be kept in a safe place. The school nurse keeps a stock of over-the-counter medication, e.g. Paracetamol and Ibuprofen, therefore no boarder should have their own supply. In certain circumstances, senior girls may be allowed to self-medicate prescribed medication at the discretion of the school doctor and nurse. If a boarder is unwell or has injured herself in any way parents will be contacted promptly and kept informed at regular intervals. It may be necessary for parents to make arrangements to take their daughter home. If a boarder is seen by a different GP during the school holidays, parents are asked to please ensure the school nurse is informed of any newly diagnosed conditions or treatments.

Scheduled childhood vaccinations will be administered to full and weekly boarders by the Practice Nurse and/or the School Doctor. Parental consent will always be requested prior to administration.

Head Lice

Unfortunately this is an ongoing nuisance in all schools. We carry out head checks each half term for full boarders, but girls can be provided with a fine tooth comb if requested. As this can be a time consuming process, we request that weekly and flexi-boarders are checked by their parents at the weekends. If a boarder is found to have head lice she will be treated with Hedrin, a non-chemical silicone lotion (the charge for this treatment is added on to boarders' shop charges on the termly invoice). If further information about head lice detection and treatment is required, please visit:

<http://www.nhs.uk/conditions/Head-lice/Pages/Introduction.aspx>

Injuries / Accidents

If a boarder sustains an injury or is involved in an accident parents will be informed as soon as possible. Some injuries/accidents can be dealt with by the school nurse or boarding staff on the premises. Girls who require more assistance will be taken to the Minor Injuries Unit at Ripon Hospital or the Accident and Emergency Department at The Friarage Hospital in Northallerton.

Hospital Appointments

We encourage parents to take their daughters to any routine hospital appointments. However, if this proves difficult, the school nurse or a member of the boarding staff can escort a boarder.

Dental and Eye Care

Whenever possible, parents should arrange routine dental and eye examinations to be carried out during the school holidays. However, in an emergency, the school nurse or boarding staff can escort a boarder.

Out of school appointments

For all appointments off site e.g. medical, hospital and dental appointments, a charge for the driver's time and the mileage will be charged for each journey and added to the termly invoice.

Security

It is recommended that all girls have a small lockable box for items of personal value to them. All passports, etc. and cash should be handed to the boarding staff for safekeeping.

Electrical Equipment

Electrical items brought into school will be checked annually to ensure they comply with regulations. This includes phone chargers, hair dryers etc. If an item fails the electrical test then it must not be used in school.

Laptops / DVD players / iPods / iPads / DS / tablets/electronic devices

Girls are permitted to bring in laptop computers, personal DVD players and iPods/iPads/tablets should they wish. They are the sole responsibility of the owner and the girls are trusted to use them sensibly. Only DVDs/films passed as appropriate for the age of the girl should be viewed. All electronic devices are to be handed in upon request by the boarding staff at quiet time each evening. If this trust is abused, the

device being used may be confiscated. It is the parents' responsibility to take out personal insurance (which can be provided through school) for these items.

Mobile Phone / School Telephones

Mobile phones are permitted in school, but must only be used in accordance with school guidelines during the day and handed in upon request by the boarding staff at quiet time. They are not to be used during meal times. The phone is the sole responsibility of the owner and she is trusted to use it sensibly. If a girl is found to have retained a phone/other electronic device after lights out it will be confiscated.

All mobile phones and other electronic devices are collected in at quiet time each night and returned after breakfast. This is to reduce disturbance at night. Please refer to the Boarding Behaviour Expectations chart for the possible sanctions relating to the misuse of items.

Common Rooms

There are three common rooms that the boarders may use after school hours – all of which contain a television and DVD or Blu-ray player. It is the girls' responsibility to keep their common rooms tidy.

Tuck

No girl is allowed to bring food, including tuck, into school. On Mondays and Thursdays girls may visit the Tuck Shop and choose a chocolate bar or a packet of crisps. On Wednesdays "healthy tuck", e.g. raisins or fruit flakes, etc. is available. The cost of these optional items will be added to the termly invoice. Full boarders may have the opportunity to purchase some tuck if off-site at the weekend but any remaining is to be handed in on a Sunday night.

Pocket Money

The boarding staff are in charge of issuing pocket money to the boarders. Up to £3 per week is issued without specific parental consent. If parents wish their daughter to be allocated more, for a special occasion, or indeed none, this must be put in an email to the boarding department. Any pocket money advanced to your daughter will be charged to the end of term bill.

If pocket money is brought in from home, boarders are strongly encouraged to hand it in for safekeeping as the school cannot accept responsibility for any money kept by a pupil.

Contacting your daughter

Regular contact with boarders is encouraged, although for younger girls in particular, it can be beneficial to try to avoid calling just before bedtime as this can prove upsetting. As most girls have a mobile phone, it is likely to prove most convenient for parents to contact their daughter directly via that. However, parents may ring the boarding phone (01845 575044) and the boarding staff will find the boarder, or take a message if she is engaged in an activity. Messages may be left on the boarding phone if it is not possible for the staff to answer.

Pastoral Care and Tutors

Pastoral care is provided by the boarding staff and the school nurse. In addition, each girl has a tutor who she can go to and who is there to act as a positive influence over her educational and social development.

Our Chaplain is available to provide a listening ear, as are Mrs Cameron and Mrs Hannam Walpole.

We also have an independent counsellor in school. "Concerns" notices can be found in various parts of the school which have the contact details for ChildLine, the Director of Children in the UK and the School Chaplain, in addition to the school counsellor.

Uniform

All uniform is to be purchased using the internet based company www.schoolblazer.com. This may be ordered and sent directly to the boarder at school. We do not carry any new uniform stock in school, but there is a small selection of second hand uniform available for cash purchase from the Friends of Queen Mary's. In an emergency, girls can purchase tights and socks through the Boarders' Shop, with the cost being added to the termly invoice.

SUPERVISION OF ACTIVITIES AND OUTINGS ARRANGED BY BOARDING STAFF

Supervision of boarders leaving the school site

If a boarder needs to leave the site for any reason – exeat, invitation out, holidays etc., then permission must be obtained from their parents either by email, telephone or in person. A reciprocal contact is made with the family with whom she is due to stay. If this is with an existing parent from school, the contact information is on Queen Mary's data base; if not, emergency contact information, including the name, phone number and address details must be supplied.

Boarders **must** sign out in the registers either in the office on Monday to Friday between 8:30 – 17:00, with the prep teachers between 17:00 – 20:00 or with House staff from 20:00 onwards. They **must** also sign out in the book in the Outer Hall. For safety reasons it is vital we know the whereabouts of each pupil. If boarders attend activities before or after school they must sign out in the Outer Hall if the activity is not in the main school building, e.g. the stables, tennis courts, going to the adventure playground or for a run etc.

Girls **must** sign out of school in the book in the Outer Hall when leaving the premises to go off site overnight.

A risk assessment is completed for all activities both in and out of school which covers travel/transport, accommodation and personal awareness.

Remote access for boarders' visits off site

On a school excursion, girls up to and including Year 7 remain with a member of staff on the trip. Girls in Year 8 and above may; at the discretion of the staff, be allowed to go off in groups of 3 or more, within an agreed range. All girls on boarders' visits off site are given a laminated card to carry which includes:

- Name
- DOB
- Medical information
- Staff and school contact details

Staff supervision follows Department of Education guidelines.

EDUCATION GUARDIANS

For pupils whose parents are permanently based abroad, the school requires the appointment of an education guardian who may act on the parents' behalf. The education guardian selected would be required to take responsibility for the pupil if unwell and during any holidays or exerts when the pupils is not returning to her parents. They may be asked to provide consent for emergency medical and dental treatments and to deal with any matters of a disciplinary or other essential nature.

Temporary Education guardians

From time to time parents of full, weekly and flexi-boarders may be out of the country for a limited period of time. The school request that the parents nominate a person/s as temporary education guardians who may act on their behalf whilst they are out of the country. The education guardian selected would take responsibility for the pupil if unwell and on any essential school matters. They may be asked to provide consent for emergency medical and dental treatments and deal with any matters of a disciplinary nature. The person nominated can be family or friends and the school/boarding department requires contact details of name, address and telephone number/s to be provided. We would always endeavour to contact parents by telephone and email as well.

BOARDING BEHAVIOUR EXPECTATIONS

The following is an extract from the school's Behaviour Management policy and indicates how we try to promote good behaviour within Boarding.

Rewards in Boarding

Queen Mary's School believes that the best way to ensure highest standards in Boarding is to create a positive ethos, where the self-confidence and self-esteem of the pupils is developed by regular praise and acknowledgement. Boarding pupils are encouraged to take responsibility for themselves and others, to contribute positively to boarding life and to be prepared to take an active role in helping to maintain a happy boarding ethos.

- Rewards ("Dorm Points") are achieved by pupils in dormitories attaining points for reaching high standards for tidiness and room presentation. These points are converted into positive rewards towards the end of each term. Depending on the number of points, rewards range from a small incentive to larger rewards. If a dormitory qualifies for an award, members of the dormitory are consulted in regard to choosing what the reward may involve.
- Termly Boarding award for the full/weekly boarder who encompasses the ethos of Boarding at Queen Mary's
- Termly Boarding award for the flexi-boarder who encompasses the ethos of Boarding at Queen Mary's
- Annual award "Hill Cup for Boarding," awarded to the pupil who consistently embraces the ethos of Boarding at Queen Mary's
- Boarding staff may award Merits for positive behaviour that supports the School Mission Statement, Pupil Code of Conduct and the Four Corner Stones of Queen Mary's

Boarding sanctions

Pupils are given clear guidance in regard to expected behaviour. A copy of the Boarding Behaviour Expectations Chart can be found in the Boarding Handbook and on notice boards in boarding areas.

Boarding pupils each have an individual record of any sanctions that have been allocated. A pupil's tutor will be informed about any sanctions that are allocated to their tutee, where appropriate parents, Deputy Head, Head may also be informed and a copy of information regarding the incident put into the School's Central File.

Sanctions

This is in addition to the main school's Sanctions Policy found within the Behaviour Management policy document.

Recording Date	Incident	Sanction	Signed (staff)
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In addition, specifically for boarding:

Confiscation of personal property

Pupils often have items confiscated for several reasons: misusing the item, having items that are not allowed in school, leaving items out and not putting them away.

Black bin liners (for smaller indiscretions)

During daily dorm checks, girls are aware that anything left out may be taken and put in a bin liner for collection later on. To retrieve these items the girls need to complete a chore, either before the item is returned or, if they need it urgently, at a time negotiated with the boarding staff.

Specific confiscation

Girls are to be informed that the item has been confiscated and given a reason why.

The item will usually be returned within one week.

If a mobile phone is confiscated then parents will be informed and advised that they can call the boarding team to speak to their daughter.

If any tuck is confiscated, this will be disposed of immediately and not returned.

For a more serious breach of discipline, please see the school policies and discuss the matter with Boarding, Deputy Head and Head.

Boarding Behaviour Expectations Chart

	MIS-DEMEANOUR	FIRST OFFENCE	SECOND OFFENCE	THIRD OFFENCE	FINAL	FINAL
Mobiles/all electronic media – e.g. iPods/iPads/Kindles etc.	Using during meals	Confiscate until after prep Tutor informed	Confiscate for 24 hours Letter of apology Tutor and parents informed.	Confiscate 1 x week and inform Deputy Head and Head Tutor and parents informed.	See Deputy Head	See Deputy Head/Head
Mobiles/all electronic media	After lights out or lying about handing in	Confiscate for 24 hours Tutor and parents informed	Confiscate for one week. Tutor and parents informed	See Deputy Head		See Deputy Head/Head
Late for breakfast/late out of dorms	3 lates in a half term(warning given on each occasion)	10 minute Community Service Task Tutor informed	20 minute community service Task (4 th late) Tutor informed	30 minute Community Service Task (5 th late) Tutor and parents informed	See Deputy Head	See Deputy Head
Tidiness	Requests to tidy up not responded to (warning given)	Items will be removed and stored in black bin liners – 10 minute Community Service Task to reclaim them. Tutor informed	No tuck x 1 week Tutor informed	No tuck x1 week Tutor and parents informed	See Deputy Head	See Deputy Head
Tuck/ food in dorms		Off tuck x1 week (or flexi equivalent) Tutor informed	Off tuck x1week (or flexi equivalent) Tutor informed	Off tuck x1 week. Tutor and parents informed.	See Deputy Head	See Deputy Head
Not settling for quiet time/lights out/after lights out		Early bedtimes set. Tutor informed	Early bedtimes set. Tutor informed	Early Beds/separate dorms Parents and Tutor informed	See Deputy Head	See Deputy Head
Uniform/make-up and nail varnish		Remove make-up/nail varnish Warn of demerit Tutor informed.	Remove make-up/nail varnish Demerit Tutor informed.	Remove make-up/nail varnish Demerit Tutor and parents informed.	See Deputy Head	See Deputy Head
S3 common room	Untidiness	Warning to tidy Tutor informed.	Kettle and toaster removed (S3) Tutor informed	Kettle and toaster removed (S3) Locked /banned from common rooms Tutor and parents informed	See Deputy Head	See Deputy Head
S3 dorms	Day girls in dorms	Warn of demerit. Tutor informed	Demerit Tutor informed	Demerit Tutor and parents informed.	See Deputy Head	See Deputy Head

Use of bad language		Warn of demerit. Tutor informed	Demerit. Tutor and parents informed	Demerit Tutor and parents informed	See Deputy Head	
Front stairs (except with staff permission)	S2 and below	Warn of demerit Tutor informed	Demerit Tutor informed	Demerit Tutor and parents informed	See Deputy Head	See Deputy Head
Out of dorms after lights out without good reason	Only reason to be out of dorms is to access a member of staff.	Warning	Excluded from Dorm for 24 hours. Tutor and parents informed.	Excluded from dorm for 1 week. Tutor and parents informed.	See Deputy Head	See Deputy Head

Other areas of behaviour – relating to school policies

Unacceptable behaviour	Continually not adhering to boarding procedure or Lying	see school policy inform tutor Take away free time	Demerit. Checking in each hour from 16:40 until bedtime. Warned about going on report. End of day report on attitude and behaviour. Tutor and parents informed	Demerit. Checking in each half hour from 16:40 until bedtime. End of day report on attitude and behaviour. Tutor and parents informed Deputy Head informed.	See Deputy Head
Unkindness		Follow whole school policy for behaviour			
Computer issues and misuse		Follow whole school IT policy			
Drugs/alcohol/smoking		Follow whole school policy			

SUPPORT AVAILABLE FOR PUPILS

Queen Mary's staff have an experienced body of support to turn to should they need particular help or advice in regard to managing particular pupils. There is a holistic approach to managing pupils at Queen Mary's and thus all staff are expected to work closely together to achieve the best outcome for the pupil. This may also mean in certain situations the Queen Mary's staff also need to work closely with external agencies/educational and clinical psychologists to ensure that individuals are given the support they need. Queen Mary's School prides itself on being a caring community and in situations where a pupil has done wrong it is deemed essential that the individual child always feels that they have someone they can turn to for support. Very often the pupil will turn to their tutor for support however, at Queen Mary's the pupils know that they may choose who they wish to turn to for help. All staff at Queen Mary's School are prepared to help and support any pupil. The School encourages pupils to seek help if they have any problems. A copy of the following support list is put on display in every classroom and dormitory and there is a copy in the Pupil Planner:

DO YOU HAVE ANY CONCERNS?

There are lots of people you can talk to:

Your Tutor or form teacher

Mrs Cameron (Head)

Mrs Hannam Walpole (Deputy Head)

Mrs Foulser (School Counsellor) counsellor@queenmarys.org

Mrs Jill Aubrey (Independent Listener) jillaubrey@yahoo.com

Mrs Beaumont (School Nurse)

Doctor Rawson (School Doctor)

Revd Graham Wright (School Chaplain)

Mrs Duxbury (Senior Housemistress)

Mrs Pyke (Senior Housemistress)

Miss Oakley (Junior Housemistress)

Miss Wheeler (Junior Housemistress)

A member of your family

You can speak to any member of staff, a girl you can trust ~ a close friend, Head of House, a senior girl

You can also contact the Children's Rights Director for England at the office of the Children's Commissioner on Freephone: 0800 528 0731 / 020778330

Or help.team@childrenscommissioner.gsi.gov.uk or www.childrenscommissioner.gov.uk

Or call Child Line 0800 1111

Or contact Compass Reach – They help young people in North Yorkshire with emotional and mental health issues

Freephone: 0800 0087452 Email: NYRBS@compass-uk.org

Or Text 07520 631168 (Wellbeing worker at Compass Buzz)

'Remember it's good to talk'

COMPLAINTS

The school complaints policy can be found in the parent's handbook and on the school website.

The following organisations also have a complaints procedure:

- National care standards commission www.dh.gov.uk
- ISI Independent Schools inspectorate can be contacted on:
 - www.isi.net/home/
 - Telephone 020 7600 0100