



Queen Mary's
SCHOOL

Boarding Handbook

for parents and girls

Welcome to Boarding at Queen Mary's School

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

Boarding pastoral principles at Queen Marys

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 an interdenominational school, but observes the tradition of the Church of England with a Eucharist service for senior and junior girls on alternate weeks. The Chapel is never locked during the day and girls are free to go into the Chapel whenever they wish. Practising Catholics may attend Mass twice each term. Girls may be prepared for confirmation if they wish and the service takes place in the school chapel. 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 we hope that the principles we practise will help prepare pupils to face the challenges of modern life.

The girls regularly participate in Chapel services through the choir, readings and leading the prayers.

We offer the following boarding options:

Full boarding

Full boarders stay at school 7 days a week, but must leave school when there is an exeat weekend and at half term. Girls may be invited out to friends' homes at weekends and this is allowed providing permission has been given by both sets of parents.

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. From the summer term Y6 will be attending Saturday school which finishes at 12 noon
Year 7 and above – finish the week on Saturday at 12 noon, or after their school commitments such as choir/matches

Girls return on either Sunday evening or Monday morning.

Lessons finish daily at 16:40

Flexi-boarding

Flexi boarding is often used as a way of introducing girls to boarding on a permanent basis. It may be to fit in with after school activities or because parents are away from home. Whether it is for one or more casual nights, or a regular arrangement, Mrs Hickling and the Boarding team must be contacted at least 48 hours in advance as space can be limited. The current charge is based on a sliding scale, per night, of £52.00 for 1 night, £49.00 for 2 nights and £46.00 for 3 or more nights in any one week which includes all meals. Flexi-boarders may sleep in dormitories set aside for them or within the main dorm.

Change in Status

If parents would like to change boarding status for their daughter, this should be done in writing to confirm and comply with school procedure. One terms 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.

Staffing structure

Amanda Hickling – Head of Boarding

Camilla Rawlinson – Deputy Head of Boarding

Sheila Pyke – Assistant Housemistress

Heather Holt and Mrs Duxbury – evening assistants

Sharon Beaumont – School Nurse

Hannah O'Neill - Gap Student

Molly Bray – Gap Student

Residential staff are on duty throughout the day and 2 adults are on call overnight. Residential staff are not required to be on site during off duty time.

Morning Routine

Junior girls are woken at 7:10 and supervised by a gap student to ensure they get ready for school, clean uniform, hair brushed etc.

Senior girls are also woken at 7:10 by a gap student and are expected to get themselves ready for school.

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 expected 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 16:40, after which there is a break where the girls may get a small snack from the kitchen should they wish to do so. There are after-school activities and clubs arranged every evening, which are available to all girls.

If Year 3-6 are not attending clubs they have supervised prep until tea.

Tea is served from 17:45 – 18:30. This is followed by an activity at 18:30 - 19:15 for years 3-6. Early or late teas can be arranged via the kitchen should the need arise. A register is also taken at tea.

Prep takes place every evening and is supervised by the teaching staff.

Prep finishing times are as follows:

Years 3 – 6	18:30
Year 7	19:30
Year 8	19:45
SI, S2 & S3	20:00

After prep, toast, fruit and a drink are available from 18:30 for Years 3-6 and between 19:30 – 20:45 for the older year groups, after which there is time for the girls to relax, play or for extra study. There are activities arranged after prep for Y6 and below, the other years may request activities.

The house staff and a gap girl ensure that the boarders are in bed at the right time. There is “quiet time” for reading before lights out.

Lights out:

Years 3, 4, 5 & 6	20:30
Year 7	20:45
Year 8	21:15
SI	21:45
S2	22:00
S3	22:15

All girls are expected to be in bed between 15 and 10 minutes before lights out to settle quietly.

Dormitories

Girls are grouped in dormitories according to their year group, although it is sometimes necessary to put two year groups together, particularly in the junior year groups. Dormitories vary in size with 2 to 7 beds in each room. Full and weekly boarders have their own dormitories where possible. Flexi boarders sleep in dormitories set aside for them and within the main dorms where space permits.

Each dorm is assigned a Dorm Captain who is responsible for ensuring the entire dorm are safely out in a case of an evacuation and also for tidiness and general morale of the room. These are reassigned each term.

Dorm Choices

The residential team are responsible for deciding which dorms the girls are put in; every effort is made to ensure the girls will be happy and with at least one friend in the dorm selected for them.

Staff access to dormitories

Access to boarding areas is restricted to the following personnel:

- Female residential staff
- The school nurse
- The doctor, if accompanied by the school nurse

- Cleaners
- In-house maintenance staff
- Personal hygiene services staff – female

Parents may only go up to the dorm area at the beginning of term to help their daughters settle in. Parents are not allowed in the dorm area, unless accompanied. If you need to bring in personal items for you daughter, please go to the Day Room and the staff there will be happy to help.

Prospective parent visits should be cleared with Mrs Hickling and the duty staff before hand.

Visits from maintenance staff should take place when the girls are out of the boarding area. External contractors must be signed-in in accordance with the visitors' procedure and should be accompanied at all times in the boarding area. Visits from any external workforce should be cleared with Mrs Hickling and the duty staff beforehand. At the weekend it is the responsibility of the boarding staff to ensure all visitors are signed in and out and the girls are fully aware of who the visitors are.

Consideration for others

As part of community living, girls are asked to be mindful of all others in Boarding, and conduct themselves politely and appropriately at all times. Use of inappropriate language or comments will not be tolerated and girls are to be suitably clothed at all times, except when showering.

Weekends

The weekend begins after Saturday school when Queen Mary's becomes more relaxed and like a home. Mrs Hickling, with the help of Outdoor education staff, and other staff, will take responsibility for all weekend boarders. Activities/outings are often arranged for the girls to enjoy. All boarders who are in for the weekend have a meeting at 13:00 on Saturday to decide what will happen at the weekend and then a plan is made. Any full boarders not wishing to remain in over the weekend must have an alternative invitation and permission arrangements in place by **Thursday** prior to the weekend, as this gives the boarding staff time to sort out the necessary arrangements for catering and activities.

Tables are rearranged for Saturday supper and Sunday breakfast to make a more sociable atmosphere. Sunday begins with a brunch breakfast at 10:00. Girls have a day-long activity with a packed lunch and return for a roast dinner at 18:00. Weekly boarders may return in time for supper or later if they prefer. Parents are asked to inform the boarding staff of return timings.

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 where a pupil 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 is obtained, including the name, phone number and address details.

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 (16:40) they must sign out in the Day Room 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 Y7 remain with a member of staff on the trip. Y8 girls may, at the discretion of the staff, be allowed to go off in groups of 3 or more along with SI/S2/S3 girls. Seniors (Y8/SI/S2/S3) are given a laminate card to carry which includes:

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

Staff supervision follows Department of Education guidelines.

Laundry

Uniforms and essentials can be laundered daily on the school premises. They are usually washed and returned to the girls' laundry lockers on the same day if handed in by 8:30, or by the following morning if later than this.

It is vitally important that **all** items are named including home clothes, towels, duvets and underwear. Bedding is changed once every 2 weeks, but may be washed more frequently.

Flexi boarders are expected to take their clothes home to be washed. Any items that are unnamed and are left in lost property at the end of each term will be taken to the local charity shop.

Please note that there will be a small charge added to your termly invoice to cover this service.



Hygiene

Girls are encouraged to shower and wash every day. Hair should be washed on a regular basis. Junior boarders have a "Beauty Night" on Monday nights in the Autumn term when residential staff guide them through boarding routines of personal hygiene, hair washing, laundry and bed changing. Disclosing tablets are used on a regular basis to encourage girls to have good dental hygiene.

Sheets and Duvets

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

Health / Medical needs

The school nurse is on duty Monday to Friday from 8:15 to 16:00. All residential staff are trained in First Aid. Full and weekly boarders are registered at Thirsk Health Centre. Dr Louise Allen, 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 Mrs Beaumont 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. A boarder may give or withhold consent for her own treatment if deemed "Gillick Competent" (Gillick competence is used in Medical Law to decide whether a child, 16 years or younger, is able to consent to his/her own medical treatment without the need for parental permission or knowledge).

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 to let us know of any problems with your 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, i.e. 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 your daughter is unwell or has injured herself in any way you will be contacted promptly and kept informed at regular intervals. It may be necessary to make arrangements for your daughter to come home.

If your daughter is seen by a different GP during the school holidays, please ensure you inform the school nurse 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 regular 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. If you require any further information about head lice detection and treatment please visit:

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

Injuries / Accidents

If your daughter sustains an injury or is involved in an accident you will be informed as soon as possible. Some injuries/accidents can be dealt with by the school nurse or boarding staff on the premises, however occasionally girls need to be taken to the Accident and Emergency Department at 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 your daughter however there will be a charge for this.

Dental and Eye Care

Wherever possible, please can parents ensure that girls' routine dental and eye examinations are carried out during the school holidays. However, in an emergency, the school nurse or boarding staff can escort your daughter.

Out of school appointments

For all appointments off site e.g medical, hospital and dental appointments, mileage will be charged for each journey and added to your end of term invoice.

Security

It is requested that all girls have a small lockable box or briefcase for their private possessions.

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

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. If this trust is abused, the device being used may be confiscated. It is the parents' responsibility to take out personal insurance on these items which can be provided through school.

Mobile Phone / School Telephones

Mobile phones are permitted in school, but must be used in accordance with school guidelines during the day and until lights out. 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 child is found using her phone after lights out it will be confiscated.

All mobile phones and other electronic devices belonging to girls in Y3 – SI are collected in each bed time for safety and returned at 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. Every Monday, Tuesday and Thursday girls may visit the tuck shop and choose a piece of tuck, e.g. a chocolate bar or a packet of crisps. On Tuesday there is "healthy tuck" e.g. raisins or fruit flakes. This will be charged to the end of term bill.

Full boarders may have the opportunity to purchase some tuck at the weekend but any remaining is to be handed in on a Sunday night. Girls may earn extra tuck by keeping the dorms tidy.

Pocket Money



Mrs Hickling and the Boarding staff are in charge of issuing pocket money to the boarders. If the amount exceeds £3 a week, written or telephone permission must be given by the pupil's parents. This will be added to their bill at the end of each term.

Contacting your daughter

Parents are encouraged to ring their daughters, particularly after prep. They may ring the boarding phone (01845 575044) and the house staff or gap students will try to find the child. Messages may be left on the Day Room phone if it is not answered. Alternatively there is a phone available for parents to call their daughters on, located under the stairs by the staff room, where girls and their parents can organise a mutually convenient time to catch up. The number for this phone is 01845 575005 and it only accepts incoming calls.

Contacting staff

Parents may call the Day Room on 01845 575044 or leave a message.
Or alternatively email boarding@queenmarys.org for all general boarding matters.

Pastoral Care and Tutors

Pastoral care is provided by 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. In addition, S3's have a member of staff assigned as a mentor for support.

"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 school for your daughter. We do not carry any new uniform stock in school, but there is a small selection of second hand uniform available for cash purchase directly from the Day Room. In an emergency, girls can purchase tights and socks through the boarding shop.

BOARDING BEHAVIOUR EXPECTATIONS:

It is our belief that the best way to ensure the highest standards in boarding is to create a positive ethos, where self confidence and self esteem of the girls is nurtured and promoted through regular praise. Pupils are encouraged to take responsibility for themselves and to help and support others.

Rewards

- Rewards are achieved by dorms attaining points for reaching monitored standards within the dorm, including tidiness and dorm appearance. These points are converted into positive rewards at 50, 100, 150 and 200 points. Rewards range from initially a small incentive to building up to larger rewards, all of which are decided by the dorm members.
- Juniors have a boarding merits scheme – where they can earn merits to be exchanged for prizes.
- Weekly awards for “Make Us Laugh”, “Good Egg” and “The Weekender”.
- Termly boarding award for the pupil who encompasses the ethos of Boarding at Queen Mary’s.
- An annual Boarding cup is awarded to the pupil who most embraces boarding at Queen Mary’s.

Sanctions

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

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 Day Room 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 the Head of Boarding, Deputy Head and Head.

Boarding Behaviour and Expectations

	Misdemeanour	1 st Offence	2 nd Offence	3 rd Offence	Final
Mobiles/all electronic media –	Using during meals	Confiscate until after prep	Confiscate for 24 hours Letter of apology inform parents/tutors	Confiscate 1 x week and inform deputy Head and Head Tutor to be informed	See Deputy head/Head
Mobiles/all electronic media –	After lights out or lying about handing in Parents always to be informed of confiscation Tutor to be informed	Confiscate x1 week and inform parents Tutor to be informed S2/S3 – confiscate for 24hours	Confiscate and parents to be informed Loss of free time – breaks, lunch, teatime S2/S3 – confiscate x1 week Tutor to be informed	Confiscate and parents to be informed Tutor to be informed Loss of free time – breaks, lunch, teatime S2/S3 – confiscate x1 week and hand in each night until half term/end of term Inform deputy head. Tutor to be informed	See Deputy head/Head Tutor to be informed
Late for breakfast	2 x lates in one week	Clear and clean tables after breakfast x1 week	Clean and clear tables after breakfast for x1 week	Clean and clear tables after breakfast	Clean and clear tables after breakfast x1 week

				x1 week Tutor to be informed	Tutor to be informed
Tidiness	Verbal requests to tidy up not responded to.	Not allowed in dorms during the day Black bin liners, then chores to reclaim items (eg laundry boxes, wiping tables, dining room duty)	Not allowed in dorms during day x1 week Tutor to be informed	Not allowed in dorms during day x1 week Tutor to be informed	
late out of dorms	8:25 break lunch	Not allowed in dorms for that day Y8 below off tuck Tutor to be informed	Not allowed in dorms during day x1 week Tutor to be informed	Not allowed in dorms during day x1 week Tutor to be informed	Not allowed in dorms during day x1 week Tutor to be informed
Tuck/ food in dorms		Off tuck x1 week Flexi – warning	Banned from dorms during day x1 week Tutor to be informed	Off tuck and not allowed in dorms during the day Tutor to be informed	
Not settling for quiet time		Off tuck Flexi warning	Chores/dining room duty Encourage "Boarder" merits Tutor to be informed	Off tuck and Chores/dining room duty Tutor to be informed	
Not settling after light out		Off tuck x1 week Encourage boarders credits	Send disruptive girl to separate dorm Parents/tutor informed.	Send disruptive girl to separate dorm Parents/tutor informed.	Put in separate dorm and send to Deputy head/Head to explain actions. View to suspending from boarding until girl can act correctly within guidelines Inform Tutor
Uniform/makeup and nail varnish		Remove make-up/nail varnish Warn of demerit Tutor to be informed	Demerit inform tutor	Demerit inform tutor	See Deputy head/Head Inform Tutor
Senior common rooms		Warning to tidy inform tutors	kettle and toaster removed (S3) Tutor to be informed	Kettle and toaster removed (S3) Locked /banned from commonrooms inform tutors	
S3 day dorms	Day girls in dorms	Girls warned at the beginning of the year Demerit. inform tutor	Demerit inform tutor	Demerit inform tutor	See Deputy head/Head Inform Tutor
Use of bad language	If heard by staff	Girls warned at the beginning of year and regularly at meeting. Instant demerit inform tutor	Demerit inform tutor and parents	See Deputy head/Head inform Tutor and parents	
Front stairs	S2 and below	Demerit Inform Tutor	Demerit - Inform Tutor	Demerit inform Tutor	See Deputy head/Head
Out of dorms after lights out	Intruder alarm set over night. Only reason to be out of dorms is to access a member of staff.	S3 loss of balcony privilege – moved to senior flexi Take away free time. parents informed as appropriate Inform Tutor	On report S3 moved to senior flexi dorm parents informed as appropriate Inform Tutor	excluded from dorm for up to ½ term – Inform Tutor Parents informed and review returning to boarding?	See Head and discussion with parents re boarding

Other areas of behaviour – relating to school policies

Misdemeanor			
Unacceptable behaviour		If continually not adhering to boarding procedure	see school policy inform tutor Take away free time
Lying			
Unkindness			Follow whole school policy for behaviour
Computer issues and misuse			follow whole school IT policy
Drugs/alcohol/smoking			Follow whole school policy

EDUCATION GUARDIANS

For pupils whose parents are permanently based abroad, the school requires them to appoint an education guardian who may act on their behalf. 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. For full details please refer to the Education guardian policy/letter and proforma.

Temporary Education guardians

From time to time full, weekly and flexi boarder's parents may be out of the country for business or pleasure. 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 will always endeavour to contact you on your mobile as well.

Boarding Staff and Contact details

For general matters please contact: boarding@queenmarys.org

This will reach the duty staff 01845 575044

Mrs A Hickling (flat) a.hickling@queenmarys.org

Head of Boarding 01845 575030

For confidential matters only.

General Boarding emails are automatically forwarded to the Head of Boarding.

Miss C Rawlinson 01845 575044

Deputy Assistant Housemistress boarding@queenmarys.org

Mrs S Pyke 01845 575044

Assistant boarding staff boarding@queenmarys.org

Mrs Beaumont 01845 575045

School Nurse beas@queenmarys.org

Weekends

Mrs Hickling 01845 575044 or 01845 575030 (flat)

Head of Boarding boarding@queenmarys.org

Mrs Hickling and her team welcome contact with parents and any concerns that you may have will be answered. The house staff are available day and evening and can be contacted by phone, letter or email. All relevant phone numbers can be found in the Blue Book.

Please be aware that Mrs Hickling is off duty from Wednesday 11:00 until Friday 14:00.

Boarding Information

A letter will be sent out to parents at the end of each term which includes a summary of the terms 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.

Concerns and Issues

Queen Mary's is committed to safeguarding and promoting the welfare of children and young persons

If you have any concerns please contact Mrs Hickling, Mrs Hannam Walpole or Mrs Cameron.

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

Remember, it's good to talk

Staff can be found in the Day Room but if we are not there, look on the door wheel.

From approximately 20:15– 22:30 we will be in the dorms putting everyone to bed, come and look for us.

If you need someone in the night:

Mrs Hickling lives in **FERNDALE** – but is off duty on Wednesday and Thursday nights.

Miss Rawlinson lives in **BILSDALE** – but is off duty on Friday and Saturday nights.

Mrs Pyke lives in **TYNE DALE** – but is off duty Sunday and Monday nights.

What do I do if I am unhappy about something or someone or I have a complaint.

Everybody feels unhappy about something at some point and at Queen Mary's there are plenty of people to go to. Whatever your problem it's always better to ask someone to help you.

You can speak to:

- Mrs Hickling or any of the residential staff
- Mrs Hannam Walpole
- Mrs Smerdon
- Mrs Beaumont or your tutor
- You can see the doctor
- Speak to our Chaplain
- or arrange to see the independent counsellor (see the 'Concerns' posters around school). If you prefer, you can talk to one of the prefects. Everyone is here to help you

If you are worried for your safety or the safety of someone else Mrs Hannam Walpole and Mrs Hickling are here to help.

There are also several agencies outside school which can be contacted:

You can also contact the Children's Rights Director for England at the office of the Children's Commissioner on free phone 0800 528 0731/020 7783 8330

or Advice.team@childrenscommissioner.gsi.gov.uk

Or

Child Line 0800 1111

Or

Compass Reach – They help young people in North Yorkshire with emotional and Mental Health Issues .
0800 0087452 (Freephone)/email NYRBS@compass-uk.org

Complaints

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