



# Behaviour Policy

## Upper School

Clifton College is dedicated to ensuring that our school environment supports learning and the wellbeing of pupils and staff through a strong sense of community cohesion. Cooperation, support, and respect are the foundations of our community and we work hard to provide a safe school where pupils feel included in every aspect of school life and comfortable to voice their opinions.

This policy outlines what we expect from all our pupils in terms of their behaviour. It extends to all members of our school community and is written in line with the College's 'Vision, Values, Behaviours and Attributes'. Good behaviour and self-discipline have strong links to effective learning, and are vital for pupils to carry with them both during and after their school years.

### 1 AIMS

Clifton College believes that all pupils should be aware of the standards of behaviour that are expected of them and take responsibility for promoting these standards. Courtesy, good manners and high standards of behaviour are expected of Cliftonians at all times. We hope that by encouraging positive behaviour we can promote good relationships throughout the school built on trust and understanding, and that through the use of this policy we can support all of our pupils in developing a high level of social awareness. Our aim is to ensure that all our pupils leave the school with the key skills they need to continue to progress to the best of their ability in all areas of life. The purpose of the rules is to enable the school to function to the best advantage of all its members and neighbouring community. The aim is to promote a happy, safe and enjoyable environment for everyone.

### 2 THE COLLEGE'S CORE VALUES AND THE PUPILS' CODE OF CONDUCT

It is all pupils' duty to abide by the Core Values and Behaviours of the College and comply with the pupil's Code of Conduct and School Rules. The Code of Conduct and School Rules apply at all times during term time, both in and out of school and when pupils are on trips or visits.

#### 2.1 College's Core Values

We have three **core values**, which underpin the College's overall culture.

**Integrity** - We treat each other with kindness, sincerity and respect. We are liberal and open-minded, free from prejudice and affectation. **We strive to make a positive difference in everything we do.**

**Spirit** - We are determined to explore and develop what excites and motivates us, to fulfil our potential and realise our dreams. **We are driven by this ambition.**



**Resilience** - We believe everyone should be empowered and supported to take risks. We are not afraid of setbacks. We learn from our successes and challenges, and through reflection build inner strength. **We are curious, adventurous and intellectually agile.**

## 2.2 Pupils' Code of Conduct

- Treat others as you would like to be treated yourself.
- Demonstrate good manners and helpful and considerate behaviour at all times.
- Be conscientious in your attitude to work and school commitments, aiming to do your best at every opportunity.
- Be punctual by being accountable and responsible for your time.
- Allow others to work without disturbance.
- Care for and respect other people's welfare and property.
- Look after and respect the physical environment of the College.
- Ensure that harm does not come to yourselves or others.
- Cooperate with others in a spirit of trust, mutual support and common purpose.
- Be an ambassador for the College by giving service to Clifton and the wider Bristol Communities.
- Contribute widely to House and school activities.

Whilst the expectation is that all pupils will follow the Code of Conduct, Clifton College believes that it is important to encourage good behaviour throughout the school by celebrating and rewarding good behaviour, as detailed in the school's Rewards and Sanctions Policy.

## 3 STANDARDS OF BEHAVIOUR

### 3.1 School

The school understands that the first step to modelling good behaviour is to lead by example, which means that all staff, volunteers, and anyone else who comes to the school must act responsibly and professionally, and will never denigrate pupils or colleagues. We work hard to ensure that discipline is consistent across the school so that behaviour boundaries and sanctions are clear to all and are applied fairly, proportionately, and without discrimination, taking into account SEN needs and disabilities as well as the additional challenges that some vulnerable pupils may face. We recognise our legal duties under the Equality Act 2010 in respect of pupils with SEN and/or disabilities. Staff are trained to deal with behavioural issues as part of their continual professional development.

We work with parents to understand their children and their behaviour and believe that behaviour boundaries and sanctions, good support systems, praise, and rewards for good behaviour are an important part of building an effective learning community. The school will report behaviour, good or bad, to parents regularly. We encourage parents to communicate with the school if they have a concern about their child's behaviour, and we will do as much as is possible to support parents, as and when they need it. We promote good behaviour within the school curriculum and reminders of school rules and expected standards of behaviour are published in the pupils' calendar.



The school will take all reasonable measures to ensure the safety and wellbeing of all pupils and staff and this includes protection from bullying. We aim to combat bullying and other harmful behaviour using, amongst others, preventative strategies through the active development of pupils' social, emotional and behavioural skills. For more information, see section 4.7 of this policy.

### **3.2 Pupils**

Pupils are expected to follow the pupil code of conduct and to obey the school rules, listen, follow instructions by staff, and accept and learn from any sanctions that they receive.

### **3.3 Parents**

Parents play a big part in ensuring that their children are responsible for their own behaviour and progress in school. We ask parents to work with the school in support of their child's learning, which includes informing the school of any special education needs or personal factors that may result in their child displaying unexpected behaviour. We ask that parents be prepared to attend meetings at the school with staff or the Head Master to discuss their child's behaviour.

## **4 THE SCHOOL RULES**

When rules are broken, sanctions may be imposed by the Head Master, Deputy Heads, Housemasters/mistresses (HoM) or Teaching Staff, depending on the circumstances. Sanctions are imposed in order to protect the communal life of the College and to make it clear that certain actions are unacceptable. The school's aim is always to be clear and fair, and to explain the reasons for any punishments given so that those involved can reflect on their actions and understand what is expected. Sanctions range from Marshal's Extra Duties (MED) and detentions to gating and suspension. (Praepostors may recommend minor sanctions for pupils who contravene the rules to the Marshal or Deputy Head Pastoral).

(Detail of the sanctions can be found in the School's Rewards and Sanctions Policy).

In some cases members of staff will confiscate items and can search a pupil or their belongings if they suspect they are in possession of prohibited items. (For further information see the School's Policy on Searching and Confiscation).

Rules apply in term time when at school, when travelling to or from school, during work experience, school trips, or extended school activities such as sports events, or any event where poor behaviour might jeopardise the chances of future pupils participating. Day pupils, or boarders on exeat, should expect to be treated in the same way as boarders if they are involved in the same incident. Any off-site misbehaviour could result in sanctions. Behaviour that has a negative impact on the reputation of the College may result in sanctions. The College reserves the right to impose sanctions for poor behaviour that



occurs outside of term time or the normal school day if such behaviour is likely to have a negative impact on the College or members of the College community.

For legal and safety reasons, certain activities require specific permission. In addition, some areas of the College have their own particular rules.

#### **4.1 Unacceptable Behaviour**

The following behaviour is regarded as completely unacceptable and will result in disciplinary actions as outlined in the Rewards and Sanctions Policy, and may be punishable by suspension or expulsion. This list is not exhaustive.

- Verbal or physical abuse to staff, pupils and others
- Rude, derogatory, racist or defamatory language
- Indecent behaviour, sexual abuse and assault
- Damage to property, arson and theft
- Serious actual or threatened violence against another pupil or a member of staff
- Whilst in the care of the school, sexual relationships are not allowed
- Under no circumstances will illegal or inappropriate items be brought into school (this includes carrying or using weapons of any kind)
- Gambling and betting are forbidden, as are organisation or involvement in sweepstakes, subscription or payment for activities without specific permission of a member of staff
- Pupils must not contact any form of the media directly or indirectly without the permission of the Head Master.

#### **4.2 The Academic Day**

- During study periods pupils must work quietly in their own studies, the Percival Library or other study areas. Pupils must not be in recreational areas during lesson times, unless accompanied by a member of staff.
- During prep pupils should complete all current work assignments and then, if time permits, continue with reading or music practice.
- Pupils are expected to do all work set to the best of their ability and to hand it in on time.
- Punctuality is required at all times. In practice, this means arriving early for all commitments.
- Pupils must inform staff in advance of any official absence. If for any reason a commitment is missed accidentally, an apology and explanation should be given within 24 hours.
- Pupils missing academic lessons to attend a music lesson must seek permission 24 hours in advance from the member of staff.
- Pupils may not wander around the school during lesson time. If a member of staff is not present at the start of a lesson, pupils are expected to seek advice from another member of staff, or a representative should go to the Deputy Heads' Office. Only with permission should Sixth Form pupils return to their studies to work for the remainder of that single lesson.
- Visits to plays, concerts, or other functions may be allowed if permission has been granted by the Housemaster/mistress; no pupil may miss more than one evening of



prep per week – work must be made up unless specifically remitted by the Housemaster/mistress. Pupils in Block II may only visit local entertainments in officially organised groups.

### 4.3 Attendance

- Unauthorised absence from school is not allowed.
- Only House and Health Centre staff, or the parent of a day pupil, can decide whether a pupil should stay out of lessons. Under no circumstances may pupils decide for themselves whether they are fit or not.
- All pupils must attend registration in House twice each day at 8.15am and 1.25pm.
- All pupils must sign in and out each time they enter or exit the House. Depending on the House this may be by a card system or a slider. Day pupils and day boarders must sign in to their Houses by 8.15am in the morning, and sign out again when they leave for home.
- Lock-up for boarders is at 7.20pm, when a call-over is held in Houses. After this time, pupils may not leave their Houses without permission. Block I pupils only may ask for permission to attend the Library (during prep).  
(Note: Pupils are not normally allowed to leave the campus after prep).
- Normal bounds regulations apply on Saturday evenings. Third and Fourth Form boarders may not leave the campus after lock-up unless involved in activities supervised by adults. Older pupils may ask to go out; they must be back in their Houses by the following times unless they have specific permission in advance:

**Fifth Form: 9.00pm**  
**Lower Sixth: 10.30pm**  
**Upper Sixth: 11.00pm**

### 4.4 Uniform and Appearance

- School uniform and Games kit is defined by the Clothing List.
- Uniform must be clean, neat, tidy and worn properly.
- When appropriate Summer Dress will be announced by the Head Master.
- Informal dress should be clean and tidy, not outlandish or sloppy. It may be worn at any time within Houses. Within school precincts it may not be worn during lesson times or at lunch. 'Smart casual' dress excludes jeans and T-shirts.
- Games clothes are not allowed to be worn in Big School at lunch (except on Saturdays); at other times long trousers or tracksuit bottoms should always be worn; shorts are not appropriate.
- Spiked boots and studs may be worn only on the appropriate pitches; they should not be worn on hard surfaces.
- Hats, sunglasses and headphones are not to be worn with school uniform. Headphones may not be worn whilst moving around the campus.
- Hair should be clean, tidy, conventionally styled and kept off the face. Extremes of fashion and colouring are not permitted. During the working day Block II pupils should have long hair tied up.
- Boys should be clean shaven.



- Pupils may wear plain studs or small, discreet earrings, one in each ear lobe. No other visible jewellery may be worn with school uniform or games kit, unless specifically permitted by the Housemaster/mistress.
- Nail varnish may not be worn with school uniform. Visible body piercings and tattoos are not permitted.

#### 4.5 Drugs and Cigarettes

The school will not tolerate drug use of any sort on school property or during off-site school activities. The school takes its anti-drugs policy very seriously and will discipline any person found to be in possession of drugs. Pupils may be permanently excluded if they are found to be involved in drug-related incidents. This includes supplying, possessing, or taking the following. (For further information see the College's Drugs and Substance Abuse Policy).

- **Illegal drugs, solvents and any other substance that can be misused or harmful (including Nitrous Oxide and so called "legal highs" which are no longer legal)** - Carrying, supplying or taking these could result in a permanent exclusion.
- **Prescription drugs** - Carrying, supplying or taking prescription drugs illegitimately could result in a permanent exclusion.
- **Non-prescription drugs** - Some over-the-counter drugs can be harmful if misused. Pupils should give medication to House Staff or the Health Centre for safekeeping.
- **Cigarettes** - Smoking and the possession of tobacco, e-cigarettes, matches, and lighters is banned.

#### 4.6 Alcohol

- Pupils must not bring alcohol onto the school premises and the consumption, possession, sale or other involvement with alcohol by pupils is forbidden unless specifically provided or approved by a designated member of staff.
- Public houses and bars are out of bounds to all pupils whilst under the College's care, except on a Saturday night for Block I boarding pupils who need specific permission from their Housemaster/mistress (HoM). Only pupils who are 18 or over may consume alcohol and these pupils may only drink a small amount of wine or beer, not exceeding two glasses of wine (150 ml each, approx 2 units each) or two bottles of beer (330 ml each, approximately 1.7 units each). Spirits are forbidden. House curfew must be strictly adhered to. Pupils who are 18 or over must not under any circumstances purchase alcohol for pupils who are under 18. The parents or guardians of day pupils found to be breaking these rules whilst outside the College's care will be informed.

(For further information see the College's Alcohol Policy).

#### 4.7 Bullying

Clifton College wants to make sure that all pupils feel safe at school, and accepted into our school community. Our ethos is one of inclusion and equality; bullying of any kind is



regarded as a serious breach of our behaviour policy and will not be tolerated, whether it is a one-off incident or an ongoing campaign.

Bullying can be verbal or physical, by person or by electronic, online or written means and can be directed at both staff and pupils. The school practices a preventative strategy to reduce the chances of bullying, and our anti-bullying policy is instilled in our curriculum and everything we do at the school.

Online abuse and bullying that takes place out of School or during the holidays and is subsequently brought to the attention of the School may be addressed in line with School policy.

#### 4.8 Co-Curricular Rules

- Pupils must not engage in any activity with a significant element of danger or risk without direct supervision by a responsible adult, e.g. caving, climbing, camping, hockey, swimming etc
- Clean regulation games kit (see the Clothing List) must be worn for all school practices and matches. Jewellery should not be worn. Safety wear will also be required as appropriate. Casual sportswear may be permissible for recreational games and activities if tidy and appropriate
- Cricket squares are out of bounds at all times, except for official practices. Hard nets may be used under supervision, provided full protective gear is worn and the practice is conducted with due regard for safety
- Pupils must have due regard for the proper upkeep and condition of all pitches and games facilities
- The Close is out of bounds for games or recreation on Sundays before 11.00am
- During ball games on the Triple Courts and Court 4 pupils must keep play below the level of the netting surrounding the courts and keep the balls within the confines of the courts
- Pupils may not use the pitches, nets or Pavilion on the New Field unsupervised at any time
- The swimming pool and sports hall may be used only under staff supervision
- Outside term time the use of any school facilities by pupils is not allowed, unless permission is given by a Deputy Head or the Head Master or if the pupils are a member of the gym
- Boarding pupils who wish to miss games for health reasons must visit the Health Centre who will place them on the off games register if appropriate. Day pupils must show a letter (email) of verification to the Housemaster/mistress or Health Centre and request to be placed on the off games register
- Pupils may not play games in the afternoon if they have missed any school period in the morning due to illness
- For away matches, pupils wishing to travel home with their friend's parents may only do so if the member of staff leading the group and their HoM have received an email from the pupil's parent or guardian confirming the arrangement at least 24 hours prior to departure. In the absence of 24 hours' notice, an email from the pupil's parent or guardian received by the member of staff at the point of travel is acceptable. A phone call from a parent or guardian is not acceptable, as in these



circumstances identity is more difficult to confirm. (Note: This procedure is not required for home matches at Beggar's Bush).

#### 4.9 Possessions and Lost Property

- Pupils must clean up after themselves and not drop litter, as well as respecting school property, including all Health and Safety equipment
- Pupils' property remains their responsibility at all times and should be looked after carefully. This includes valuables (e.g. watches and calculators) but also books, files, bags, pencil cases, games kit etc
- All items must be marked clearly with name and house
- Property must not be left in the central school precinct overnight. The pigeon holes in the Cloisters & Big School are for short-term storage only e.g. for Chapel or at meals
- Pupils are advised to carry a bag to keep books and files together
- The owner's express permission must be sought to borrow any property, and it must be returned promptly
- Buying from, selling to, or exchanging any items with other pupils is forbidden without explicit permission granted by the Housemaster/mistress. This includes lending money

(Note: Any unmarked valuables found on campus will be taken to the Marshal, and lost property to the Porters' Lodge)

#### 4.10 Health and Safety

- Pupils who feel ill during the day must report to House Staff or the Health Centre. Boarding pupils must get permission before going back to school, and must show their Health Centre card to their matron or Housemaster/mistress
- Reasonable steps are taken to ensure that pupils eat healthily and regularly. Boarders are expected to attend all meals and day pupils to attend lunch.
- Pupils are expected to act responsibly with regard to the health and safety of themselves and all other members of the community. Standards of dress must be consistent with proper safety and hygiene.
- Pupils must not run or push in corridors or queues, must not sit or stand on the Parapet balustrade, and must not play ball games in the Quads around the school buildings or on the roads.
- Pupils must not misuse or interfere with any items or appliances that are provided for reasons of safety or security (e.g. fire extinguishers and alarm systems).
- Pupils should know and observe the additional safety rules laid down by the School, particularly those concerning procedures for use in case of fire.
- Pupils in Block II may not walk or run back from BB after games. Block I may walk or run back from BB after games in daylight hours provided that they are accompanied by a member of staff and wear appropriate kit (leggings or tracksuit). They should keep to the pavement of the main road. Pupils must report to the member of staff on their return at Mem Arch to ensure their safe return.



- Pupils must observe road safety, giving way to the public on the pavements and to cars on the roads; riding bicycles or motorbikes and driving cars with respect and care for others; behaving in a sensible and polite way on school or public transport.

#### 4.11 Motorised Vehicles

Strict regulations apply to pupils (over the age of 17 years) who wish to drive cars, motorcycles or mopeds to school.

- Permission is required to drive a car; a form authorising permission must be obtained from the Marshal and signed by parents, the HoM and the Deputy Head Pastoral. The Marshal will keep a list of those authorised to drive
- Pupils are granted permission to drive a car to and from home and school only. Special permission must be sought from the Housemaster/mistress for any other journey
- Pupils are not permitted to drive to Beggar's Bush sports facilities or any other school arranged event during the week. Pupils may only drive to and from the College Sports facilities at Beggar's Bush on Saturdays; on such occasions they must inform their Housemaster/mistress and their sports coach – these same rules also apply to any authorised passengers)
- Pupils may not park on any section of the College campus (Note: Monday to Friday 9am to 5pm pupils will need to have a Council permit to park on the roads around the College. The College does not apply for permits for pupils)
- Pupils may never be passengers in cars driven by other Cliftonians unless written consent from all the parents concerned has been submitted in advance to the Housemaster/mistress; this applies to cars driven by OCs who have recently left the previous year
- The school accepts no responsibility for damage to persons or property arising from pupils driving any vehicle
- Driving lessons should be communicated, well in advance, to Housemaster/mistress and should not take place during lessons or study periods

(Note: Permission may be withdrawn in cases where the Highway Code or other legal requirements have not been complied with.)

#### 4.12 Bicycles

- Bicycle helmets must be worn
- Bicycles must be roadworthy and conform with the law
- Bicycles may not be ridden in the school precinct other than on public roads
- Bicycles must be located in the provided bicycle sheds/racks
- Responsibility for the security of a bicycle lies with the owner

#### 4.13 Strangers

- All College employees and official visitors will be wearing school blue (College employee), light blue (agency staff), purple (third party service providers), green (contractor authorised to be on site), yellow (staff from external organisation)



working under Clifton College Services Limited) or red (visitor who should be accompanied at all times) lanyards. Pupils should inform a member of staff about any stranger seen on campus not wearing a lanyard or visitor wearing a red lanyard who is unaccompanied

#### 4.14 Mobile Devices, IT and Technology

- All pupils are required to read, sign and adhere to the school IT Acceptable Use Agreement, which states all regulations in detail
- In general, mobile phones and other devices may not be used on the school campus during the school day, though there are exceptions to this rule. These exceptions are displayed on House noticeboards. Further details can be found in the school's Mobile Phone Policy. If mobile phones or devices are misused then they may be confiscated
- Mobile devices may not be taken into an exam room under any circumstances. Internal sanctions applied for disregard of this in either internal or public examinations can range from confiscation of the device for accidental possession, to exclusion for deliberate malpractice. Pupils found in possession of a mobile phone during a public exam are also likely to face sanctions from the examination boards, ranging from loss of marks in a paper, through multiple loss of qualifications, to a ban from future public examinations
- Pupils must not abuse or misuse ICT facilities, including the inappropriate use of email and internet services. The school ICT facilities are provided as an aid to academic work - in lessons, prep or private study and research, and a means of communication between staff, pupils and parents
- The possession, downloading, sharing, and use of pornographic or inappropriate material is prohibited
- All pupils should access their school emails daily, as this is now a common method by which staff contact pupils or disseminate information
- The School does not advise pupils to use social networking sites. Pupils should exercise extreme caution when using such sites and avoid posting personal data and photographs which could put that individual, or other members of the school community, at risk from others
- Pupils must not post, download, comment on or pass on inappropriate material about members of the school community, either through the school internet or through their own devices
- The use of any mobile device brought to the school which can access the internet without use of the school connection is the responsibility of the pupil and their parents
- Personal electrical equipment must be PAT certified (arranged on an annual basis). The Housemaster/mistress can arrange for equipment to be tested

#### 4.15 Visiting Houses

- Visiting other Houses during lesson time is not allowed
- Pupils may visit others pupils' Houses with permission until lock-up, and must always obey the regulations of the House being visited. After lock-up, pupils



require the permission of both Housemasters/mistresses concerned and must sign in and out

- All visitors from other houses must remain in the communal areas of the House unless specific permission is gained from a member of the House staff
- Friends of either sex who are not current members of the school may be invited into Houses only with permission from House staff. They may not visit studies, dormitories or study-bedrooms nor use the door codes

#### 4.16 Parties

- Pupils require permission to hold a party at any time during the term
- Pupils may not normally organise or go to parties on weekdays
- If a pupil wishes to organise a party or other social function, they must seek permission from the Deputy Head (Pastoral) at least one week in advance, and follow the rules and guidelines set out in the school's Party Policy
- If a pupil is invited to a party on a Saturday, pupils must seek their Housemaster's/mistress's permission, preferably at least 48 hours in advance, and always by 10pm the previous day

#### 4.17 Bounds, Houses & Exeats

- Permission is required to take a weekday or weekend exeat or to take an exam exeat from the pupil's Housemaster/mistress
- Confirmation of the validity of an exeat from a responsible adult (usually a parent or guardian) will be required before the exeat can be granted
- Any pupil who wishes to leave the College campus must seek permission from a member of the House staff. He/she must sign out (with time and destination) and sign in upon return
- The white area of the map bounded by a black line (see appendix), constitutes the College campus. The remaining white area may be visited with permission. The grey area is out of bounds - specific individual permission is required and pupils must be accompanied by an adult or by another pupil
- Permission is required to visit: cinemas, theatres, concert halls or other places of entertainment and private houses, including the homes of local pupils. This applies to boarders at all times and to day pupils during the school day
- The table below shows the typical times when pupils may leave the campus with permission; pupils are not normally expected to be away from the campus for more than two hours except by prior arrangement.

Mon	Tue	Wed	Thu	Fri	Sat	Sun
-	4-6pm	5-6pm	4-6pm	5-6pm	2-6pm	1-6pm

- Betting shops, casinos and amusement arcades are always out of bounds
- The School Shop is out of bounds during lessons and between consecutive lessons
- Any private property not belonging to the College is out of bounds
- Private areas of Houses are out of bounds



#### 4.18 Clifton Courtesy

- Pupils must be quiet in Chapel when the organ is playing before a service and throughout the service
- Pupils must show respect for OCs who have died in conflicts around the world by removing hands from pockets when passing through Memorial Arch, and give precedence to CCF parades by avoiding the South Quad at appropriate times
- Pupils wishing to organise or be involved in charity fundraising events must seek permission from the Head Master/Deputy Head Co-curriculum and Planning
- The Deputy Head Co-curriculum and Planning must approve all school notices for display

### 5 WHAT TO DO IF YOU ARE UNHAPPY

We believe that you will remember the school in the future as a place which was exciting, enjoyable and challenging, a place where you made friends and felt extremely happy and valued. We do our very best to make sure that you have the best possible time here.

Inevitably, there will be times when you experience difficulties or sadness. It is important that at such times, even if you think that others will find your problems trivial, you talk to somebody. Talking to a friend may not always be enough. There are plenty of other people who will always be extremely happy to listen and help. You will always be taken seriously. It is very important not to bottle things up but to talk to someone. Usually we can help and certainly you will feel better for having shared how you are feeling with someone else.

Reasons for anxiety or unhappiness at school vary greatly. Problems may be relatively straightforward - lost property, timetable difficulties etc., or more complex and perhaps more worrying - bullying, private or personal problems, concern for a friend who is in trouble.

There are a number of adults to whom you could turn to discuss any issues you might have:

- Your Housemaster/mistress
- Your Assistant Housemaster/mistress
- Your Tutor
- Your House Matron
- The Chaplain
- Mrs Tracey Richardson & Mrs Hattie Appleby - school Counsellors
- Mr Stuart Taylor - Independent Listener
- The school Doctors, Senior Nurse Manager, or any of the Health Centre nurses
- The Head Master (see below)
- The Deputy Heads
- The Marshal
- Any member of staff whom you know and trust



Our professional counsellor, **Mrs Richardson**, is available to all Clifton pupils for confidential consultation. You can contact her by email on [counsellor@cliftoncollege.com](mailto:counsellor@cliftoncollege.com); you will then be given an appointment.

You may prefer to talk to someone who is not connected with the College in any way. If you do not feel able to seek help from any of the above then you can contact **Stuart Taylor**, the school's Independent Listener, who will listen to you and, if necessary, meet with you in confidence. He can be contacted on 0117 315 7289.

The following telephone and internet services are available

- Childline 0800 1111
- Worried Need to Talk (exercises to relieve stress and anxiety) - [www.worriedneed2talk.org.uk](http://www.worriedneed2talk.org.uk)
- Kooth (free, safe and anonymous online support for young people) - [www.kooth.com](http://www.kooth.com)
- Off the Record (free and confidential mental health support) - 0808 808 9120 / [www.otrbristol.org.uk](http://www.otrbristol.org.uk)
- Brook (free and confidential sexual health and wellbeing experts) - [www.brook.org.uk](http://www.brook.org.uk)
- Unity Sexual Health (sexual health advice and support) - 0117 342 6900 / [www.unitysexualhealth.co.uk](http://www.unitysexualhealth.co.uk)
- Bristol Drugs Project (free and confidential drug advice) - 0117 987 6000 / [www.bdp.org.uk](http://www.bdp.org.uk)

You should feel free to contact the Head Master directly about anything that is troubling you. This may be done by writing a letter, in confidence, and giving it to the Head Master's PA in Room 14. You must sign any letter you write; the Head Master cannot respond to anonymous information. Alternatively, you may email the Head Master at [tgreene@cliftoncollege.com](mailto:tgreene@cliftoncollege.com), or visit the Head Master's PA to make an appointment to speak to the Head in person.

*If you have concerns which have not been addressed by any of the above then you can contact the Office of the Children's Commissioner for England on 0800 528 0731*

## 6 WHAT TO DO IF YOU HAVE A COMPLAINT

Complaints about any aspect of school life may be made at any time to any of the members of staff listed above. However, if you wish to make a formal complaint you should follow the procedure below.

### **Pupils' Complaints Procedure**

1. Any pupil may make a formal complaint by writing a letter to the Head Master (or, if the complaint concerns the Head Master himself, to the Chairman of Council).
2. The pupil will be spoken to confidentially within 48 hours. The situation will then be investigated.



3. The pupil will then be invited to discuss the matter and another pupil or member of staff may attend that meeting. This will happen within a week of the complaint being received.
4. If at the end of this meeting the pupil is still dissatisfied, a meeting with a member of Council can be arranged.

The procedure is intended to produce a resolution that everyone can accept.

If the complaint has not been resolved by the procedure above, then pupils can contact ISI by calling 0207 600 0100, texting 0783 457 8095, or by emailing [concerns@isi.net](mailto:concerns@isi.net).

## 7 EQUAL OPPORTUNITIES STATEMENT

Clifton College maintains an equal opportunities policy in all areas of school life. The aim of this policy is to ensure that no pupil receives less favourable treatment than any other on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. The College is committed to making this policy fully effective for all who study and work in the institution.

### **Routine times for pupils to see the Deputy Heads:**

DAILY AT BREAK OR BY APPOINTMENT

To arrange to see the **Head Master**, please speak with the Head's PA in Room 14.

*In the event of an emergency, the Deputy Head (Pastoral) can be contacted on 0117 315 7180 & the Marshal on 0117 315 7181 or the emergency school contact on 0780 350 7790*

Related policies: *Rewards and Sanctions, Anti-bullying, Drugs & Substance Abuse, Alcohol, Smoking, Serious Disciplinary Incidents, Searching and Confiscation, Positive Handling, Complaints Procedure, Mobile Phones, Parties.*

This policy will be reviewed annually and at other times in the intervening period as necessary.

