



King Edward's

WITLEY

Counselling: Aims, Procedures and Examples

Section A: Aims

The guiding principle of the pupil counsellor is that he or she should act on behalf of any child in the school in the same way that the child's parent(s) would if they were available.

When acting in their capacity as counsellors they must be, and be seen to be, acting independently of - and if necessary challenging - the normal disciplinary structures of the school. They may:

- advise the pupil on action he or she can take for him/herself;
- bring the pupil's problem to the attention of a suitable authority;
- confront the subject of the pupil's complaint;
- advocate the pupil's case in subsequent meetings.

The pupil counsellors should persist until they are satisfied that the matter has been taken seriously and, in so far as it can be, resolved.

Section B: Procedures

1. The counsellor should talk informally with the pupil in order to establish the nature of the problem.
2. Since no guarantee of confidentiality can be given to the pupil, this should be made clear. If the pupil wishes to speak to someone outside the school, he/she should have an opportunity to do so. Depending on the nature of the problem suitable people in the first instance might be:
 - the School Medical Officer, Dr Triska (telephone 01428 682218);
 - Mrs Nona Baker, independent local counsellor (telephone 07879 473002 or 01428 708108);
 - or the Children's Social Care team at Surrey County Council (telephone 0300 200 1006).
3. If the pupil wishes to make a formal complaint, the details should be recorded in a complaints book which may be inspected by the Children's Social Care team. The pupil should be asked to confirm that the record is accurate.
4. All complaints should, in the first instance, be referred to the Head or Senior Deputy Headmaster for appropriate action, unless the complaint involves both of them, in which case

the matter should be referred directly to the Children's Social Care team (telephone 0300 200 1006).

5. The pupil counsellor should satisfy him/herself that appropriate action is taken.
6. A further meeting with the pupil should take place and additional action be taken if necessary.
7. The pupil counsellor should check with the Head that the Social Services have been informed in appropriate cases and may ask the Head for a progress report on such cases.
8. A review of a formal complaint should, in any case, be held after a specific length of time.
9. Literature should be forwarded to the pupils informing them of the pupil counselling scheme. This should be presented in the context of the pastoral and medical help systems which already exist in school.

Section C: Further Information

For further information on this subject, see the School policy statements relating to bullying and child protection.

Counselling

There is a clearly structured counselling service operating at different levels at King Edward's School Witley:

<i>Level One</i>	Counsellor	Jo Chambard
<i>Level Two</i>	School Counsellor	Nona Baker
<i>Level Three</i>	Buryfields and other specialists	Various specialists

Jo Chambard will be available typically on two afternoons per week in the Medical Centre for pupils to drop in to raise any issues that they may have with her. She also makes regular visits to the Boarding Houses.

All counselling is arranged through The Medical Centre in consultation with the Senior Deputy Headmaster. The Counsellor visits King Edward's School Witley on Monday and Thursday afternoons but there is flexibility to meet circumstances.

In addition to their regular clients, the Counselling Team operates a "Book-in Centre". Pupils may book a 30-minute appointment by registering at the Medical Centre or, in the case of emergency, a Counsellor can be contacted on 07879 473002 and 01428 708108. One book-in session is permitted before parents are informed and the requirement for regular 50-minute counselling sessions discussed.