



Clase Primary School

Pupil Problem Procedure

Written by the Pupil Leadership Team

As a pupil you may find that you will encounter a range of different problems. The key to dealing with your problems is to determine where they fit on a scale so that you know who can help you with your problem. In Clase Primary School, Pupil problems are taken very seriously!

Times where a problem may arise

- An event e.g. such as a school trip
- School life e.g. homework, school uniform, lunch bag
- The behaviour of another pupil
- Something that affects you as a pupil e.g. bullying
- Something that has happened outside school e.g. problems at home
- Pressures e.g. tests, school work, extra-curricular commitments
- Social media and gaming issues

Sharing your problem

When you speak to a member of staff about your problem it will be kept private unless there is a health and safety issue or a safeguarding issue. Then your problem will need to be shared so that it can be dealt with properly.

- Everything you say will be listened to
- You will be asked questions to make things clear
- You will be dealt with fairly
- You will be able to speak to somebody you feel comfortable with

Pupil Problem Scale

STEP 1 - Minor problem about the school e.g. the running of lunch times, toilets etc. - See PLT member, they will report it in their next meeting

STEP 2 - Small problem e.g. you lose your homework - Try to problem solve. Can you get another copy? Is it posted on the school website?

STEP 3 - Medium problem e.g. somebody has been unkind more than once - Speak to your class teacher or a teacher you trust.

STEP 4 - Big problem e.g. somebody is putting themselves in danger - Speak to the adult on duty or your class teacher as soon as possible

STEP 5 - Emergency e.g. somebody has seriously hurt themselves - Tell the nearest adult straight away