DULWICH COLLEGE
FOUNDED 1619

PUPIL CONCERNS POLICY (YEARS 7 TO 13)

In this community your happiness is important to all of us. It is very important that you know somebody cares. In addition to your parents or guardian, there are always people at the College to help you with a problem. You could speak to:

- A friend
- A mentor
- A School Prefect
- Any member of staff
- Your Form Tutor
- Your House Master
- Your Head of Year
- Your Head of School
- The Deputy Master Pupils & Safeguarding
- A member of the Counselling Team
- A member of staff in the Medical Centre
- The Chaplain

If you are a boarder, you could also tell your House Captain, Housekeeper/Matron, House Tutor, Boarding Housemaster or Independent Listener.

If you are concerned about another pupil who seems unhappy for any reason, you should tell an adult you can trust. The other pupil may be too scared or lonely to speak to someone themselves.

The Deputy Master Pupils & Safeguarding (Mr Sameer Tanna)

Mr Tanna is the College's Designated Safeguarding Lead, and you can talk to him at any time. His office is on the ground floor in the South Block.

Telephone: 020 8299 5188 (Ext 333/334)

Email: TannaS@dulwich.org.uk

The College Counselling Team

You may arrange to see the College Counsellors by emailing counselling@dulwich.org.uk. Save for limited exceptions, all appointments with the Counsellor remain confidential as do the contents of meetings.

The Chaplaincy (the Revd Tim Buckler)

Any pupil may consult the Chaplain at any time. The Chaplain's office is in the Centre Block on the north side of the Great Hall on the right. His contact details are:

Telephone: 020 8299 9218 (College)

Email: BucklerT@dulwich.org.uk

Drop-in sessions in the Yelcho Room

These drop-in sessions occur every lunch time from 13:15 to 14:15 in the Yelcho Room above the Medical Centre. This offers the opportunity for boys to come and talk about any issue they feel a need to discuss.

The Independent Listener

Boarders may also contact the Independent Listener; the availability, role and contact details of the Independent Person is advertised widely (for more information see the Independent Person Policy).

Confidentiality

Anything you discuss with the Chaplain, the Counsellor, staff in the Yelcho Room or the Independent Listener will remain confidential unless: (a) you agree it may be shared with others; or (b) they have a safeguarding concern about you or another young person (e.g. they are concerned that you or another young person may have suffered abuse or be at risk of abuse).

Other sources of help

Childline Childline is a service for young people in distress. Someone at the other end of the phone is always willing to listen and help you with your problems. Telephone: 0800 1111

Samaritans The Samaritans provide a confidential help line to anyone in distress. They enable you to talk to someone at any time and in your own way about whatever is troubling you. Telephone: 116 123

Ofsted Ofsted is the Office for Standards in Education, Children's Services and Skills. Telephone: 0300 123 3155 (Monday to Friday from 8.00 am to 6.00 pm). Email: whistleblowing@ofsted.gov.uk

ISI The Independent Schools Inspectorate (ISI) is the organisation responsible for inspecting independent schools in the UK. Telephone: 0207 600 0100

OCC	The Office of the Children's Commissioner promotes and protects children's rights in England, with a particular regard to children living away from home or receiving social care. Telephone: 0800 528 0731 Website: www.childrenscommissioner.gov.uk

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Policy Owner:	Deputy Master Pupils & Safeguarding
Last Reviewed:	September 2026
Date of Next Review:	Michaelmas Term 2027