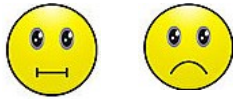


Arrangements for dealing with compliments, complaint and suggestions.

There is a policy. All children and young people are advised on their rights to make a compliment, concern or complaint.



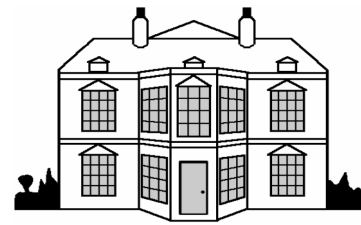
**If it's important to you, it is important to us!**

Children and young people also receive support through an independent visitor who visits the setting on a regular basis and can report any concerns to senior staff.

There are also posters displaying safeguarding officers throughout residence "Who can help me?"

The direct numbers on how to contact outside agencies such as ChildLine are also displayed.

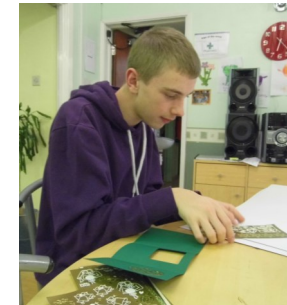
Young people can access support to make a complaint at anytime. Formal complaints can also be made directly to Ofsted at [www.ofsted.gov.uk](http://www.ofsted.gov.uk)



**Walton Hall Community  
Special School**

**Residential Statement of  
Principles and Practice**

Walton Hall provides children and young people with the opportunity to access residence for an extended evening (Res1) or to sleep (Res2.) The residential provision are committed to promoting confidence, competence and independence, and it is open for all students to apply.



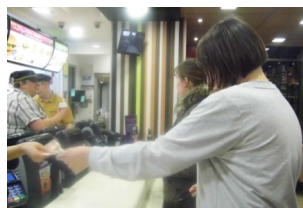
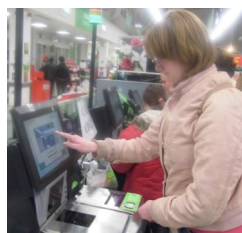
## The purpose of residence.

What will I be doing?

You will be offered lots of activities to choose from...



You can learn lots of independence skills.



The emphasis is always on children and young people's choice.



## Admissions

**About Residence:-** Anyone can apply

**What happens next:-** Your application will be discussed at an 'Admissions Panel Meeting.'

**A decision is made:-** We will then write to you to inform you of the decision.

## Placement

All students will be allocated a key-worker. This is an identified person who will support you. Your key-worker will help you settle into residence using an induction.

Each student has a placement plan which tells us all the important information that we need to know how to keep you safe, support you to learn and most of all- make sure you have **fun!**

## Accommodation

Where will I be staying?

**Goldstone House:-** Girls Unit

**Shugborough House:-** Boys Unit

**Gainsborough:-** Boys Unit

You can bring in your own belongings to personalize your area.

There are areas for quiet time, space for homework to be completed and areas to enjoy activities.

There is a kitchen where you will be supported to develop cookery and independent living skills.

*If you are unwell, we will make arrangements for you to be collected and taken home.*

## Safeguarding

Extensive measures are in place to keep you safe;

Phones: We do not allow mobile phones with cameras into residence, but we do allow you access to use a phone if you wish to make a call.

Child Protection: All staff are trained in safeguarding and you can speak to any member of staff at any time if you have a concern.