



Abbotsholme
an education for life

Orchard Boarding House



Boarding accommodation for girls (Years 9 - 11)

A Guide for Pupils and Parents 2016-2017

Welcome to Orchard House

Orchard House is a welcoming house that provides boarding life and pastoral care for girls in Years 10 – 11. Orchard House provides a happy and caring environment that allows the girls to develop both academically and socially whilst away from their homes.

Houseparent: Mrs Simpson (Joanna)

01889 594 298

Jo.simpson@abbotsholme.co.uk

I have recently joined Orchard House as house parent. My family and I relocated to Abbotsholme School from a boarding school in Dorset where I undertook boarding responsibilities for 5 years and was Head of Personal, Social and Religious Education as well as teaching Physical Education. I live in a house attached to the boarding house with my husband (Mr Dave Simpson, Head of Outdoor Education), two daughters (Ruby and Seren) and our dog (Jasper).

Assistant Houseparent: Miss Brick (Sarah). Miss Brick lives at the far end of Orchard House with her adorable cat, Ralphie. She has been at Abbotsholme for many years. She is Head of Learning Skills and has a wealth of experience. She is an invaluable member of the team at Orchard.

House Assistants: During the week we are very lucky to be supported in boarding by members of academic staff. Miss Heather Fleming is on duty in Orchard on Tuesday evenings. Heather is our Food Technology teacher and an absolutely fantastic support to the girls in Orchard.

Our assignment time is supervised by either Mrs Simpson, Miss Brick or Miss Fleming. Academic drop in sessions are available after school with subject teachers should any boarders want or need some additional subject support.

Weekend Staff: Weekends are covered by Mrs Simpson, Miss Brick and Miss Fleming. Weekends in Orchard are a wonderful mixture of shopping, trips, activities, all important 'time to chill' and of course Food!

Important Numbers:

Joanna Simpson

01889 594 298

Sarah Brick

01889 594 260

Orchard House Office

01889 594 256

Orchard House Mobile (from 17.00 weekdays)

07967 252 809

Abbotsholme Boarding Aims and Ethos

At Abbotsholme we want all of our boarders to feel:

- Safe in their boarding environment
- Happy in their boarding houses
- Excited by boarding life
- Educationally supported
- Part of a boarding community

Working within the framework of our school aims, boarders are encouraged to live their lives in and out of school by following the principles of: honesty, respect, integrity, courage and humility.

We strive to provide an environment that enables our boys and girls to develop into well balanced, happy teenagers and adults, who are able to make appropriate decisions in their lives. We want our boarders to be self-aware, independent and value each other as individuals.

The boarders are supported by staff, within small boarding houses, set in rural surroundings. They are given a structured framework and where necessary individual support to enable them to fulfil their academic potential.

The boarders are provided with a variety of experiences, on and off the school premises, which aim to help them develop as individuals and as part of a community.

Boarding Mission Statement

As a boarding community we aim to:

- Develop the whole person, with a desire for truth and a respect for others.
- Safeguard and promote the emotional and physical welfare of each boarder, in providing an environment that is, as fair as possible, free from physical, emotional or social hazards and dangers.
- Maintain clear expectations of behaviour and personal organisation.
- Provide structure and support to foster independence and competence.
- Nurture trust and respect so that the girls in our care feel encouraged to seek our support, counsel, and empathy regarding any issue confronting them.
- Liaise with academic members of staff in order to optimize each girl's academic potential.
- Encourage an open, honest, and caring environment where each girl's individual contribution is central to our communal well-being.
- Enjoy a diverse and dynamic boarding community.
- Develop the concept of living together in harmony.

You get out of school, what you put in

Our founder, Cecil Reddie wrote:

“Nothing in life is unimportant. Every act should be performed skilfully; for a definite purpose, in a definite manner. This economises time and strength, and sets free the mind to solve new problems. It is amazing what immense results can be achieved by the silent influence of daily habit, especially when performed deftly and with conscious.

Boarding life

Boarding life at school can be a challenge in the early stages for both pupil and parents. Boarders are required to complete tasks on a rotational basis, live with people they might not necessarily associate with and accept instructions from people other than their parents.

They need to adapt to a structured environment which requires them to be at pre-determined places at specified times, to do their homework and to go to bed according to our timetable.

The girls in Orchard need to be able to make their bed, tidy and wash up after themselves, be able to use a diary and organise their study and structure their leisure time.

The nature of boarding life requires that students are cooperative and considerate; a positive attitude and a willingness to ‘give it a go’ should ensure that boarders get the most out of their boarding experience.

Hygiene is essential. Personal and clothing hygiene is provided by laundry facilities to service all the students who are in residence. The students themselves must take responsibility for their personal hygiene and for getting their laundry ready to go to the School Laundry.

When boarding personal privacy is extremely important. Boarders should treat others the way in which they would like to be treated. This entails not entering other boarders’ personal areas without permission; they should not touch, take or use the possessions of others without their express permission.

Boarding demands are easier for some than to others, but all boarders develop tolerance, resilience, mutual respect, a sense of justice, self-discipline, independence and as well realize the value of interdependence in varying degrees during their time in boarding.

Interpersonal problems will arise from time to time. It is important for boarders to share these earlier rather than later. It is far easier to deal with issues when they are small concerns, so early information is valuable information. Parents are encouraged to develop open and honest communication with the School and relevant boarding staff.

Responsibilities

It is the responsibility of all the girls to make sure the house 'works'. The only formal duty team is for ensuring the lounge is tidied each evening. There is a responsibility for the night box that must be taken to the school kitchen and collected in the evening at 6.45pm on set days in the week. Forgetting to bring the box back affects everyone! The duty list is posted on the notice boards.

Contacting parents

Girls and parents can phone each other during the evening. This can be done at any time, other than assignment time, using the house phone or the girl's mobile. Please remember that mobile phones are not used after bedtime so calls should not be answered after that time. Letters and parcels are sent and received via reception.

Weekend leave

Weekly boarders may leave with their parents for the weekend at 5.00pm on Friday. They must sign out of Orchard House after lessons on Friday at 5pm. They may either return on Sunday night between 6.00 – 8.00pm, or Monday morning by 8am in house to register for the staff on duty.

Please inform the duty staff when you arrive on Sunday. We must always be aware of who is in the House.

If a girl is to visit the family of a friend, permission must be received, by Thursday evening, from the parent hosting the visit, as well as the visitor's parent or guardian.

If your child is late returning to the House after a weekend/holiday, please inform the Houseparent

If your daughter would like to go out during a weeknight, the necessary permissions must be received by the houseparent at least twenty-four hours in advance of the visit. Only in very unusual circumstances will a girl be allowed to return to the house after her normal curfew time. This is to ensure that the house is quiet in good time so as to ensure a good night's sleep for all in anticipation of the next (busy!) day.

Beginning and end of term and half term holidays

Please ensure boarders arrive at school not earlier than 6.00pm on the return date, and not later than 8.30pm. If this is not possible, please inform School well before the due back date so that proper arrangements can be made. Please make contact with Houseparents when returning.

Requests for leave/additional nights

The following guidelines be followed:

Any request for boarding extra nights (either weekdays or weekends) should be made by the parent/guardian to either Mrs Simpson by phone, e-mail or letter.

Messages from the girls cannot be accepted as official requests, especially when made in retrospect. It is particularly important that requests for weekend stays are made well in advance (1 weeks' notice at least), as house trips for full boarders may have already been booked / planned, so house staff may be with them.

Returning to the House on Sunday should not be earlier than 6pm as staff will be at supper with full boarders.

Any visit to another child's house must be made with the consent of the houseparent and parents of both girls.

Pocket money

Pocket money can be arranged through the school.

Laundry

Boarders are supplied with a net bag and a laundry box for them to put their laundry in every week. House parents will inform them of the procedure.

Bed linen

Boarders are supplied with linen, but they may want to bring their own duvet covers and pillow slips. If they do, it is a good idea to have 2 sets.

Orchard's House Weekly Routine

Morning – Getting ready for the day

The school day goes from 8.00am to 5.00pm. Boarders are expected to be awake by 7.00am so that they can be at breakfast for 7.30am. During this half-hour, girls can shower, get dressed in school uniform, and gather materials for the day. If any girls wish to get up earlier than 7.00am this is allowed. We ask however that they do so quietly so as not to disturb others. Music must NOT be audible to others before 7.00am and the bathroom adjacent to dorm 1 is out of bounds between 10.30pm and 7.00am.

All girls must attend breakfast. Once a week, girls will be responsible for breakfast clean-up, similar to a responsibility they might have at home. We will also assign a dorm each day to ensure that communal areas have been left clean and tidy.

After breakfast, girls return to the house, brush teeth, retrieve their bags, and sign out with Mrs Simpson by 8.15am so that they can be at their tutor's room by 8.20am sharp. The house will usually be staffed during the school day. Girls will be encouraged to pack their supplies for the entire day in the morning.

Just as parents would, our boarding staff will work with each girl, helping her to plan and organise homework, supplies, and kit for the day ahead.

Evening – Homework, duties, and time to relax

At the end of the school day, Orchard girls will return to the house to change out of their school uniform. Between 5.15pm and 6.30pm is activity time for our boarders.

During this time there is an array of activities on offer such as hockey, drama, music, cookery, board games, indoor climbing, shopping and Netflix in Wainwright's Loft. Our teaching staff also offer drop in study sessions during this time.

The activities and drop in sessions are not compulsory; if the girls prefer to use this time to relax in their dorms or in the house common room then they are free to do so.

Weekday supper is at 6.30pm for senior boarders. Once a week, Orchard girls will be responsible for supper clean-up, similarly to what they might have at home.

Boarders complete assignments in their dorms, sitting at desks, they are expected to work quietly and sensibly. We do monitor this arrangement very carefully and if we feel that assignments are not being completed in the manner expected we will offer additional work space and support with sanctions if necessary.

We know that homework loads will vary from night to night, there may be some nights or weeks (e.g. exams, controlled assessment and coursework deadlines, etc.) when girls wish/need to work outside of assignments time. In these instances, we will make every effort to provide space conducive to study

Orchard House is run democratically, with girls sharing responsibility for the duties in the house, the organisation of the house and the welfare of the members of the house. The dorms are generally organised by age, unless deemed more appropriate another way. We believe the most important quality our girls should have is to be trustworthy. We meet at meet weekly if not more either as a whole house or individually to discuss the smooth running of the house, suggestions and concerns, and make plans for attendance at weekend activities.

If you have any worries or would like a chat, we are easily found in the House. The staff duty rota is posted on the House notice boards. The school has a zero tolerance approach to bullying. All reports of bullying are taken seriously. The school's Code on Anti-Bullying is included in this document. Additionally, the Childline number is displayed throughout the boarding house.



House Curfew and Bedtimes – Getting your beauty sleep!

The following times are in effect from Sunday-Thursday evenings and are designed to allow everyone ample rest. The house should be quiet from the time the first group of girls goes to bed, with music only audible in the room where it is being played. Out of respect for those wishing to go to bed early, all music must be off by 9.00pm or played through headphones.

Year 9

In house: 8.30pm
In rooms: 9.15pm
Lights out: 9.30pm

Year 10

In house: 9.00pm
In rooms: 9.45pm
Lights out: 10.00pm

Year 11

In house: 9.00pm
In rooms: 10.00pm
Lights out: 10.15pm

The internet turns off at 10.00pm. We do trust the girls to keep their devices such as I-pads and phones with them. This is carefully monitored and if they are found to be using devices after lights out then they will lose this privilege.

Additionally, each girl must ensure that their school I-pad has sufficient charge to last the whole school day. If any are finding this difficult to manage then their I-pads will be collected in at bedtime and charged overnight by the Houseparent.

Tutors and Heads of year – Supporting your academic growth

Every pupil is assigned to a personal tutor who is a member of Abbotsholme staff and looks after a tutor group of about ten pupils. The tutor oversees academic progress and shares responsibility with the houseparent for the well-being and pastoral care of our girls. At the end of the term, the tutor collates each pupil's school report, and reviews it with her on an individual basis, helping her to assess personal achievements and set targets for the next term.

Mr Sam Ritchie is Head of Year 9, Mr Simon Herbert is Head of Year 10 and Mrs Becky Sweet is Head of Year 11. You can contact them by ringing the school's main number (01889 590217) during school hours (8.00am-5.00pm) or by emailing them directly. They will be pleased to make an appointment to discuss your daughter's progress, either on the phone or in person.

If you require any assistance contacting the appropriate member of academic staff please do not hesitate to contact Mrs Simpson who will direct you to the person best able to help.

Community Life

By choosing boarding, you are choosing community. Learning to live happily in a diverse group of individuals will serve you well throughout the rest of your life. At

Abbotsholme, all students are asked to adhere to our Behavioural Charter, which means showing the following personal qualities at all times:

- **HONESTY**
- **COURAGE**
- **HUMILITY**
- **INTEGRITY**
- **RESPECT**
- **RESPONSIBILITY**

These are the aims to which you should always aspire. We don't expect perfection, *but we do* expect you to try your best at all times and to ask questions or to seek advice and support when you get it wrong or need help.

In order to help outline some of our basic rules and expectations, we have a **Pupil Code of Conduct**. This pledge helps to outline all the behaviours and principles you must live by while a student at Abbotsholme.

The **Pupil Code of Conduct** is as follows:

- I will follow the school Behavioural Charter.
- I will be loyal and committed to my school and its activities.
- I will show consideration and respect to all.
- I will not swear, use bad language, or use any words or expressions which anyone present finds offensive, suggestive, hurtful or unacceptable.
- It is never appropriate for me to be overly-familiar, rude or cheeky.
- I will not be involved in unkind or hurtful actions or remarks.
- I will not take anyone else's property without permission or damage anything which belongs to another person or the school.
- I will obey teachers' instructions the first time.
- I will follow the school rules on smoking, alcohol, and drugs.
- In school, I will not show affection of a sexual nature towards another pupil.
- I must wear the school uniform correctly. It must be clean, tidy, and in good repair.
- I accept that school commitments for which I have volunteered or been selected take priority.
- I will be on time.
- I will not leave the school estate without permission.

Rewards and Sanctions:

The girls have a weekly treat of something special to eat and they are able to stay up slightly later to watch a DVD. In the summer they are able to swim before they do their assignments.

Sanctions take the form of gating's or may be given an option to do a House chore. Girls may be gated for one or more nights, or for the weekend, depending on the nature of the misdemeanour. Girls may not take weekend leave if they are gated or on Headmaster's Detention.

If they are required to attend Extra Work, they may not have free time or take weekend leave until that work has been completed. Parents are not always contacted on the first occasion of inappropriate behaviour, but House parents will contact them when they feel it is a serious breach of House ethos or if a boarders' behaviour is continuously being inappropriate.

Obviously, there are a lot of specific details when it comes to following these general guidelines. For instance, part of being respectful means being clean and tidy, but it also means speaking respectfully to those around you.

Behavior which contributes positively to our house and our overall community will be rewarded with a choice of 'house vouchers.' These can be exchanged for such wonderful treats as a Thursday night pizza, a later wake up time, a weekend breakfast treat (to name but a few).

Weekend Activities

- For full boarders, there are regular weekend outings, arranged by various school constituencies: the Boarding, OEd, Equestrian, Theatre, Academic, Round Square, Young Farmers', etc. Try to join in as many trips and activities as you can.
- Our Orchard girls tend to be very involved: they have competed in the annual Round Square Adventure Race; travelled to Denmark, South Africa, Morocco, Germany, and Switzerland with Round Square; braved the waters and cliffs of Anglesey; kayaked until their hands were blistered; represented Abbotsholme at Young Farmers' speaking competitions; competed in various equestrian competitions and attended Badminton and Horse of the Year; attended theatre performances in Stratford, London, and Manchester.
- In the past, boarders have enjoyed trips to Alton Towers, Drayton Manor Park, Splash Landings, paintballing, bowling, the cinema, Rollerworld, Liverpool, Manchester, and more. We are always open to suggestions for new trips, so let us know what you'd like to do and we'll try to make it happen.



- During the weekend, there are also many activities to enjoy on site:
 - Walking or riding
 - Instrument practice in the Music Block (arranged with Music staff)
 - Art days in the Art Block (arranged with Art staff)
 - Sports in Reddie Hall
 - Tennis, swimming
 - Use of the computer facilities and private study



Saturday Shopping

- There is a bus from school every Saturday 10.30am-1200noon for shopping in the nearby town of Uttoxeter for anyone in Year 9 and above.
- For any boarders Year 10 and up, there is always a weekly bus which takes pupils shopping to Derby (and occasionally to Burton or Nottingham).



Sharing Meals Together

Many of our boarders take the opportunity to shop for ingredients on Saturdays which they then use to cook up delicious meals for themselves and their boarding friends. We are so lucky in Orchard to have had some really talented girls over the years who have filled the house with the delicious aromas of their favourite dishes.

Doing the dishes afterwards is not so much fun but all the girls do love these opportunities to cook and eat together.



Safety

Medical Information

-Please refer to the handbook for parents for full details about medical regulations.

Boarding pupils who are on prescribed medication when they arrive at school should inform their Houseparent and the School Health Advisor. **Pupils should not manage their own medication.** Please bring medicines in their original box to help avoid problems. Pupils do not need to bring painkillers to school. These can be administered

by the house parents and the School Health Advisor. Pupils are **not allowed to bring ibuprofen** into the house as it is dangerous for asthmatics.

The school has a **nut-free policy** for the safety of those who may be allergic to nut products. Please ensure that your child does bring into school any product that may contain nuts.

Parking

A limited number of cars can be parked, when dropping off and collecting girls, by the houseparents' garage and by the Barnfield cabins. Cars should not cause an obstruction, however, as access may be required by service and emergency vehicles at any time.

Driving

All boarding pupils that bring a car to school are to hand their keys into their Houseparent on arrival on school site. Permission will be given in the evening for occasional shopping trips or meals out at the discretion of the Houseparent. No permission will be given for pupils to leave the school site during the day unless in exceptional circumstances.

Security

Orchard is secured each night. The main doors are accessed by key pads. The code should not be given to any other pupil outside of Orchard, and the door should be kept locked at all times. Day pupils **MUST NOT** be invited back to the boarding house. In the evening, we have an open door policy for the dorms. Just to be sure, we ask that girls leave valuables in the safe in the house office [e.g. passports, purses, and cash].

Personal Safety and Privacy

Most of the dorms in Orchard are shared. In order to respect the privacy of all the girls and to comply with boarding standards regulations, we respectfully request that all parents and guardians knock before entering their child's dorm and request permission from the houseparent before going upstairs. In general, we ask that fathers and/or male visitors not go upstairs unless accompanied by their daughter, a request designed to avoid potential embarrassment for all parties.

For obvious safety reasons, boarders are not allowed off the school site for any reason other than an organised school trip.

Electrical Equipment

Girls are allowed to use the electrical equipment in the kitchen. Notices are displayed to remind them of the safe use of the appliances, and at the beginning of each term house staff will make sure that each girl knows how to safely operate each kitchen appliance. Additionally care should be taken when using knives and hot food/drinks.

In bedrooms, girls may use electrical equipment such as chargers, hair dryers and straighteners, etc. If, however, a piece of equipment is left on in a room, the equipment

may be removed and confiscated. As a household, we must be vigilant and careful about preventing fire and avoiding unnecessary hazards.

Fire Protocol

The fire exits are clearly marked and the girls are told about the escape procedure and have both announced and unannounced drills.

****The fire assembly point is outside the Technology Department.****

Emergency Cover

In the event that the member of staff on duty needs another member of the duty team due to an emergency, the following procedure would be put into action.

1. The resident houseparent would be contacted to cover the house or deal with the emergency.
2. The assistant houseparent would be contacted to cover the house or deal with the emergency.
3. Reciprocal arrangements are in place with both Flaxfield and Barnfield for emergency cover.
4. The Headmaster is also on-call in the event of an emergency.

Emotional Well Being

Homesickness

Homesickness may or may not affect your child, and it is often not simply the result of missing parents and family but also the change of routine that living away from home entails. The anxiety that may arise from living in an unfamiliar environment with new routines is a major factor in homesickness. By working with parents/guardians, we will encourage your daughter to become involved in her new environment so as to gain the confidence she needs to feel happy and secure within our boarding community.

Things we can do to help:

- Be aware of the causes and the symptoms; we won't make a fuss, but we will keep an eye out for any possible worries.
- Be available via phone and email to discuss potential issues and progress.
- Where possible, provide boarders with 'taster' days so that they may experience the boarding life before entering into it.
- Provide an induction for the new boarders so they feel at ease with the daily routines.
- Provide new boarders with a buddy to help them to settle in and make friends.

- Maintain an active and communicative boarding house.

Things parents can do to help:

- Prepare well for leaving home by talking about the move and helping to pack the possessions that will be a comfort and a link to home.
- Be clear about arrangements for visits and phone calls. Remember: mobiles can be both a help and a hindrance!
- Encourage friends and family to send mail.
- Encourage participation in the new activities.
- Keep us informed about any problems and encourage your daughter to let us know how she is feeling. However small you feel the problem may be, please do contact Mrs Simpson as soon as possible so that we can put plans in place to ease the situation and hopefully prevent it from worsening.

Things pupils will be helped by:

- Understanding what homesickness is and knowing it's a natural feeling.
- Knowing who to talk to – friends, staff, school health advisor.
- Being clear about times to contact home.
- Being active.

Anti-Bullying Principles

- Every pupil at Abbotsholme has the right to enjoy his or her learning and leisure time free from intimidation.
- Our school community will not accept unkind actions or remarks, even when these were not intended to hurt.
- To stand by when someone else is being bullied is to support bullying. We will actively encourage our students to be “upstanders” rather than bystanders to bullying.
- Pupils should support each other by reporting all instances of bullying to a member of staff or a responsible senior prefect.
- **Bullying will not be tolerated.** All reports of bullying are taken seriously.
- Do not suffer in silence. The school will take every opportunity to promote the anti-bullying policy. If you need to call Childline, Freephone 0800 1111.

Equality and Diversity

- All pupils will be treated fairly and have equal opportunities to develop their full potential in their academic work and leisure time.
- We will not tolerate discrimination on any grounds.

Smoking, Alcohol, Drugs and Weapons

- The school finds it unacceptable for any member of the community to be in possession of, use or supply any illegal or unauthorized drugs. Appropriate searches of pupil property may be carried out by two or more members of staff if we have reason to suspect that the pupil is in possession of alcohol, tobacco products, e-cigarettes or illegal or unauthorized drugs.
- Pupils may not smoke or have smoking materials, matches or lighters in their possession. This includes e-cigarettes.
- Alcohol is not allowed on school premises and the laws of the land are to be observed by all pupils when out of school. The only exception to this will be Sixth Form Dinners when a different policy will operate.
- Pupils may not have in their possession any drugs or medicines without the knowledge and approval of the Health Centre Nurse. The school reserves the right to test for drug abuse.
- Pupils may not have in their possession weapons such as knives, air guns or pistols, laser pens, fireworks or dangerous substances. The ignition of any sort of unsupervised fire by pupils on school property is not allowed.
- Pupils are not permitted to remove equipment from laboratories or any other area of school.
- Failure to comply with any of the above may result in a pupil forfeiting their right to be at Abbotsholme.

Complaints Procedure for Boarding Pupils:

This procedure is available to current and prospective pupils, on the website and in the House Handbook.

- Every pupil at Abbotsholme has a right to enjoy his or her learning and leisure time free from intimidation, fear, or harassment.
- All pupils should learn to live with each other and show tolerance towards each other.
- We want our pupils to build up relationships of trust, and it is hoped that any problems or anxieties can be resolved readily.

If you feel that the difficulty cannot be settled in this way there are a number of things you can do:

- Talk to a close friend or a senior pupil whom you trust.
- Discuss the matter with any member of staff. You are always welcome to raise an issue with the Health Advisor or your houseparent.
- Contact your parents or a family member.
- Contact someone from outside the school community. Any one of the following will gladly help:

Childline www.childline.org 0800 1111
NSPCC help@nspcc.org.uk 0808 800 5000
Samaritans jo@samaritans.org 0845 790 9090
Derbyshire Social Services 01629 580000

If you wish to make a complaint:

- This can be by talking about it or by writing it down, whichever you find the easier. You can make a complaint by yourself, as part of a group, or through your parents.
- The complaint can be made to any member of staff.
- The issue can be a big problem or a small one. By discussing it, you may come up with some positive and productive resolutions.
- If possible, the member of staff will deal with the problem. If not, the member of staff will seek the help of a colleague (for example, a Tutor, Head of Year, Houseparent, Health Advisor, or Assistant Head).
- If you are worried about confidentiality, tell the staff; they will understand. Even if you find the issue hurtful or embarrassing, do not worry; the matter will only be discussed by staff who need to know and who can help you. You will be consulted and kept informed about any action to be taken.

If a matter remains unresolved, or you wish to make a formal complaint, see Mr Boud-Self, the Headmaster. He will discuss the complaint, note the complaint, investigate your complaint and report back to you. You may be accompanied, if you wish.