

**34 Highfield Crescent
Hebdon
Tyne and Wear
NE33 7NC**

The Principal
Grainger College
Winterbottom Place
Hebdon
Tyne and Wear
NE32 7NC

Dear Madam

Complaint re: Failing in Duty of Care

My daughter, Melissa Burns, recently took part in a residential weekend at an activity centre with her class who were accompanied by their lecturer, Karen Mortimer.

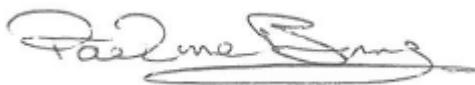
During the time at the activity centre the students were sent off into the woods to draw a map. The students were not accompanied by any adults and were just left to their own devices. During this time Melissa got lost and could not find any of her classmates which caused her distress. I am particularly angry about this as Melissa suffers panic attacks when faced with new situations and this could have developed into something very serious.

At a recent parent evening I spoke to her group tutor about these panic attacks and stressed that should there be any concerns then I was to be informed. I was quite happy about Melissa going along to the activity centre but I would have liked an opportunity to have spoken with Karen Mortimer prior to their departure. Unfortunately every time I tried to ring I was told that she was either teaching or in some meeting and she did not return any of my calls.

I was not told about the incident at the activity centre by anyone from the college and it was only when I heard Melissa and her friends discussing the weekend that I found out. Melissa is also very distressed because her classmates now know that she suffers panic attacks and I had not told her that I had spoken to her group tutor about this. Two students in particular have been making really unkind remarks to Melissa and have posted comments about Melissa on Facebook. Melissa mentioned this to her course tutor but it is still ongoing.

Please ensure this matter is looked into.

Yours faithfully

A handwritten signature in black ink that reads "Pauline Burns". The signature is written in a cursive style with a horizontal line underneath the name.

Pauline Burns