ROYAL
COLLEGE
OF MUSIC
London

WHAT TO DO IF YOU FEEL:

- Unhappy or frustrated
- Uncomfortable about something
- You are being treated unfairly
- You are being bullied

Are you feeling unhappy or uncomfortable about something? Do you feel you are being treated unfairly or being bullied?

RCM Junior Department is a place and a community of people where we hope you will feel happy and fulfilled, both as a musician and as a person. However, we also realise that studying at a high level can come with challenges that you may not be able to manage alone.

For instance, you might feel unhappy or frustrated, or that you are being treated unfairly or bullied. Maybe someone is behaving to you in a way that makes you uncomfortable, or you are experiencing problems at home or school that are affecting your studies. Whatever you are concerned or unhappy about, please remember that you don't need to cope alone and there is always someone who you can talk to.

Sometimes you may feel as if nobody could help you, or that you yourself are the problem but this is rarely ever true. It is far better that you share your concerns or unhappiness with someone than not telling anyone at all.

Is there a friend who could help?

A friend could help by listening, and maybe making some suggestions of other people you could talk to. They could help you by coming with you to talk to an adult if you didn't want to talk to an adult on your own.

Is there a teacher or member of Junior Department staff you feel you could talk to?

If you want to talk to an adult, remember that you don't have to do it alone and that you could bring a trusted friend with you if you want to. If you want to speak to any member of the JD team, you don't have to do it in front of everyone else in the Exchange; you can ask if you can speak to them in private.

Would you feel happier talking to someone outside RCMJD about it?
How about your parents, or a trusted school teacher? If you don't feel able to talk to them either, there are organisations you can contact who specialise in listening to and helping young people, including:

Childline
0800 1111
www.childline.org.uk/get-support/

Samaritans
116 123
www.samaritans.org/how-we-can-help/contact-samaritan/

Shout (text support)
85258
www.giveusashout.org/get-help/

If you would prefer to explore online for help and support, the website of national charity Mind is a good place to start:

www.mind.org.uk/for-young-people/

On the same website you will also find links to various other organisations that provide help and support, depending on what sort of issue you feel you are facing:

https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/

(continued on next page)

Have you tried to speak to somebody but felt that they didn't help you and you are still upset?

You can speak, or write if you prefer, to Miranda Francis, Head of Junior Programmes and Designated Safeguarding Lead, who will then make sure that the matter is dealt with appropriately but will always make sure you are comfortable with proceedings. Miranda Francis's contact details are:
Email: miranda.francis@rcm.ac.uk Tel: 020 7591 4334

You can also speak or write to Gill Redfern, JD Operations Manager and Deputy Designated Safeguarding Lead. Gill is also a qualified Youth Mental Health First Aider. Gill's contact details are:
Email: gill.redfern@rcm.ac.uk Tel: 020 7591 4798

If you feel that the Head of Junior Programmes or JD Operations Manager is involved in what it is you are concerned about then you can speak or write to the RCM Director of Programmes, Diana Salazar:
Email: diana.salazar@rcm.ac.uk Tel: 020 7591 4312

Junior Department
Royal College of Music
Prince Consort Road
LONDON SW7 2BS
020 7591 4334
jd@rcm.ac.uk
www.rcm.ac.uk/junior

Office Hours
11am – 3pm Tuesday – Friday
8am – 5pm term-time Saturdays