

Child Friendly Statement

The British Council takes the care and wellbeing of children very seriously.

We believe that every child should be looked after properly and kept safe, and while children can play an important part in looking after themselves, it is adults' responsibility to make sure children are safe.

If you feel that you have not been treated properly or are unhappy, upset or concerned about anything while you are at our services, please let us know. This can be if you are unhappy because of the way that an adult or another person has behaved or perhaps someone has said something to you that makes you uncomfortable. You can also let us know if you think another child may be in trouble or you are worried about them.

We know that it can be difficult to speak out and tell someone what is happening, but we can't help if we don't know!

If you tell us something, we will try to work out with you the best way to solve the problem. We will keep things private, and not tell anyone else, but sometimes it may be necessary for us to speak to someone so that we can find the best way to help. If we do need to speak with someone else, we will always let you know first.

If you prefer, you can ask to speak to our Child Protection Focal Point, Ms. Julen Pradhan or alternative focal point Mr. Gaurab Sharma. They are here especially to make sure that children are protected during our engagement with you. You might find it easier to talk with them as sometimes it is easier to speak to someone about something private when you don't know them. You won't be in any trouble for speaking out.

You can also contact the local police station in the emergency line: 01-4228435.

Contact Details:

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