

## How we respond to a bullying incident

**Bullying is actions that are meant to be hurtful, and which happen on a regular basis. Bullying can be direct (either physical or verbal) or indirect (for example, being ignored or not spoken to).**

**Low level** – Handle this quickly and sensitively without making too much of the incident. Talk with the bullied to understand how they feel and demonstrate to those who have been bullying the distress their behaviour has caused. Help them to understand the behaviour is unacceptable and encourage an apology to the bullied. It's important to feed back to everyone involved and informally keep a check on the situation. Usually, parents need to be informed particularly if it is repeated behaviour. **A log is made in the incident book**

**Medium level** - The priority is to protect and provide support for the bullied, and then try to resolve the conflict. **A log is recorded in the incident book.** The parents should be informed. Here are two possible strategies, but they are not quick fixes; they require time, effort and commitment to be successful:

1. Support groups - This is a peer group set up to befriend the bullied (who must agree to it). Members will include the bullied, supportive peers, some of those who acted as bystanders and it may also involve some of the bullies. The group takes responsibility for finding a solution and for reviewing progress.

2. Restorative practices - Both parties come together to reach an agreed solution. The process is concerned with acknowledging the impact of the behaviour on everyone concerned and identifying actions that will make amends.

**High level** - The safety of the bullied and other children has to be considered and also whether the organisation has the capacity to resolve the situation. This may mean sanctions, including temporary or permanent exclusion and, if viewed as a possible criminal offence, involving the police or children's social services.

Learn more in the NSPCC 'Preventing Bullying Behaviour'  
<https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/bullying-and-cyberbullying/>

**All incidents must be recorded** together with the actions taken. The incident book is located in the school office

We encourage any parents who are concerned about bullying to talk to a member of staff at school as early as possible to enable staff to take the right action.