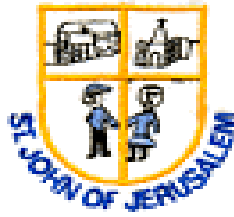




St John of Jerusalem
Church of England Primary School

Anti-Bullying Policy



St John of Jerusalem
Church of England Primary School

ANTI-BULLYING POLICY

Vision Statement

Within a friendly, caring Christian community - with children at the heart of our school - we will ensure:

- High academic standards
- Each child is motivated to reach their full potential through high quality, enjoyable teaching and learning
- Each child has access to a rich, broad and balanced curriculum
- High expectations of both staff and children
- Staff and children have high expectations of one another
- Christian faith and values inform the whole life of the school and that each child is provided with a wide range of opportunities to develop in body, mind and spirit
- Respect for all faiths is encouraged so that the school is inclusive of the community it serves and so that each child develops the confidence, sensitivity and skills to live in a diverse community
- Everyone in the school community is treated fairly and encouraged to develop their skills, self-confidence and self-esteem
- Everyone's views are valued and children are encouraged to develop a sense of pride, ownership, responsibility and independence
- Mutually positive relationships between the school and the wider community
- A close partnership and involvement of parents and carers

We ask all Parents and Staff to support our policy.

BULLYING: OUR SCHOOL'S VALUES AND BELIEFS

We are committed to providing a caring, friendly and safe environment for all of our pupils so they can learn in a relaxed and secure atmosphere. Children at our School have the right to be safe.

Our School maintains a caring approach to all our children, and we take seriously the responsibility we have towards the community we serve. We value and work towards emotional health and well being, of all within the school.

We aim to create a climate of respect where anti- social and bullying behaviours are not accepted or tolerated. All bullying, of any sort, is therefore unacceptable at our school. All pupils and staff have the right to feel happy, safe and included.

Pupils and staff have the right to work in an environment without harassment, intimidation or fear.

Pupils who experience bullying will be supported.

We recognise the effects that bullying can have on pupils' feelings of worth and on their school work, and the school community will actively promote an anti-bullying environment.

OUR INTENTIONS IN PRODUCING THIS POLICY ARE

To express our belief that all pupils should be included fully in the life of the school.

To provide a learning environment free from any threat or fear, which is conducive to the achievement of individual aspirations.

To reduce and to eradicate wherever possible, instances in which pupils are made to feel frightened, excluded or unhappy.

To reduce and to eradicate wherever possible, instances in which pupils are subject to any form of bullying.

To respond effectively to all instances of bullying that are reported to us.

To establish a means of dealing with bullying, and of providing support to pupils who have been bullied.

To provide support for pupils who are accused of bullying, who may be experiencing problems of their own.

To ensure that all pupils and staff are aware of the policy and that they fulfil their obligations to it.

To meet any legal obligations which rest with the school.

WE UNDERSTAND BULLYING TO BE:

We have adopted the Warwickshire Anti- bullying Partnership definition of bullying:

When a person's or group of people's behaviour, over a period of time, leaves someone feeling one or more of the following:

- Physically and/or mentally hurt or worried
- Unsafe and/or frightened
- Unable to do well and achieve
- 'Badly different', alone, unimportant and/or unvalued
- Unable to see a happy and exciting future for yourself

It **could** be bullying when a person or group of people has been made aware of the effects of their behaviour on another person, and they continue to behave in the same manner, this **is** bullying.

If someone is made to feel like this, or if they think someone they knows feels like this, it should be investigated. This should happen straight away as it can take a long time to build up the courage to tell. However, lots of things can make us feel bad, sometimes it depends on the situation we are in, and it is not always bullying – so we think the following definition, adapted from one written by the Anti-bullying Alliance, is also useful:

Bullying is any behaviour by an individual or group that:

- is meant to hurt – the person or people doing the bullying know what they are doing and mean to do it
- happens more than once – there will be a pattern of behaviour, not just a 'one-off' incident
- involves an imbalance of power – the person being bullied will usually find it very hard to defend themselves

It can take many forms but the main types are:

- Physical, e.g. kicking, hitting, taking and damaging or taking another's belongings
- Verbal, e.g. name calling, taunting, insulting threats, offensive remarks
- Relational, e.g. spreading nasty stories, gossiping, excluding from social groups, being made the subject of malicious rumours
- Cyber, e.g. texts, e-mails, picture/video clip bullying, Instant Messaging (IM) on mobile phones

Some forms of bullying are attacks not only on the individual, but also on the group to which he or she may belong. Within school we will pay particular attention to:

- Racial harassment and racist bullying
- Bullying because of pupils' religious beliefs

- Sexual bullying
- Bullying because of pupils' sexual orientation (including the use of homophobic language)
- Bullying of pupils who have special educational needs or disabilities

All staff will be provided with appropriate training in equality and diversity, so that they are equipped to tackle these issues on a wider scale as well as in relation to bullying. Further details of our commitment to this can be found in our Equalities Community Cohesion Policy (SEN).

CREATING AN ANTI-BULLYING CLIMATE IN SCHOOL

Our school's Behaviour Policy explains how we promote positive behaviour in school to create an environment where pupils behave well; where pupils take responsibility for each other's emotional and social well-being; and where they include and support each other.

Our curriculum is used to:

- Raise awareness about bullying and our anti-bullying policy
- Increase understanding for victims and help build an anti-bullying ethos
- To teach pupils how constructively to manage their relationships with others

Citizenship, Circle Time, Social & Emotional Aspects of Learning (SEAL) and Personal Sound & Health Information (PSHE) Curriculum, role plays and stories are used to show what pupils can do to prevent bullying, and to create an anti-bullying climate in school.

Bullying will not be tolerated and we make this clear in the information we give to pupils and parents when they join our school.

We will use school assemblies and collective worship to reinforce this message.

Posters on dedicated Anti-Bullying notice board, Parents' notice board and classrooms will be used to remind pupils that bullying is not acceptable, and to tell children/pupils what to do if they are bullied.

We will advertise our anti-bullying policy on the school web-site as well as the phone numbers for help lines.

Posters will tell pupils about Childline and other sources of confidential help.

We will set up a "Post Box" which allows pupils to report anonymously any specific or general concerns about bullying in school.

Our School Council offers a forum in which concerns about bullying can be discussed on a regular basis.

We will set up an Anti-Bullying Working Group which will meet on an ongoing basis.

We will provide written guidance to all our pupils to explain what they should do if they are being bullied, or if they see another pupil being bullied.

We will provide written guidance for parents on the signs of bullying and what to do if they suspect their child is being bullied at school.

We will provide regular training for teachers and non-teaching staff (including mid-day supervisors) on spotting the signs of bullying and how to respond to it.

STRATEGIES FOR DEALING WITH BULLYING

- The school Leadership's aim is to provide an open and honest anti-bullying ethos
- We will use curriculum opportunities to promote anti-bullying and diversity in particular PHSE and Citizenship activities
- We will use a whole school approach to develop social and emotional skills such as empathy and the management of feelings through The Social and Emotional Aspects of Learning (SEAL)
- We will use opportunities throughout the school year to raise awareness of the negative consequences of bullying (e.g. anti-Bullying Week in November of each year)
- We will engage the pupils in the process of developing the school's anti-bullying policy and promote open and honest reporting
- We will use the school's behaviour policy sanctions to deal with those pupils who are found to be bullying – to impress upon them that what he or she has done is unacceptable, to deter him or her from repeating the bullying behaviour and as a signal for other pupils that bullying behaviour is unacceptable
- We will use the Learning Mentor to engage pupils in positive behaviour and anti-bullying strategies
- We will engage with parents promptly when issues of bullying is brought to light
- We will develop our buddy/ peer mentoring programme to
- We will use restorative justice/ adult mediation from LEA BEST team to work with pupils to try and put an end to bullying and mend friendship when appropriate
- We will work in partnership with the local police the safer school partnership team

To encourage pupil participation we will:

- Use focus groups and face to face with small groups of children particularly through the school council
- Written questionnaires and feedback forms to find out about children's understanding and perceptions of bullying
- Use puppets or dolls for very young children
- Use bullying DVDs and CDs to promote anti-bullying

RESPONDING TO INCIDENTS WHEN THEY OCCUR

Pupils who have been bullied should report this to a member of staff

Pupils who see others being bullied should report this to a member of staff

Members of staff who receive reports that a pupil has been bullied should report this to the child's class teacher, Learning Mentor and Deputy Headteacher

Reports of bullying will be logged by the Headteacher/Deputy Headteacher

Where bullying is of a racist nature, we will report this to the Local Education Authority using the Racial Incident Report Form

All reports will be taken seriously and will be followed up by an investigation and action

Work with children who have been bullied could involve some or all of the following procedures:

We will provide support to pupils who are bullied.
They will be reassured that they do not deserve to be bullied and this is not their fault. We will assure them that it was right to report the incident.
We will encourage them to talk about how they feel.
We will try to ascertain the extent of the problem.
We will engage them in making choices about how the matter may be resolved.
We will try to ensure that they feel safe.
We will discuss strategies for being safe and staying safe.
We will ask them to report immediately any further incidents to us.
We will affirm that bullying can be stopped and that our school will persist with intervention until it does.
We will involve their friends/older pupils in peer support/a buddying scheme/mediation.
We will involve the school's learning mentor.

We will interview the pupil (or pupils) involved in bullying separately.
We will listen to their version of events.
We will talk to anyone else who may have witnessed the bullying.
We will reinforce the message that bullying is not acceptable, and that we expect bullying to stop.
We will seek a commitment to this end.
We will affirm that it is right for pupils to let us know when they are being bullied.
We will adopt a joint problem solving approach where this is appropriate, and ask the pupils involved to help us find solutions to the problem. This will encourage pupils involved to take responsibility for the emotional and social needs of others.
We will consider sanctions under our school's Behaviour Policy.
We will advise pupils responsible for bullying that we will be checking to ensure that bullying stops.
We will ensure that those involved know that we have done so.
When bullying occurs, we will contact the parents of the pupils involved at an early stage.

Recording bullying incidents:

We will keep records of incidents that we become aware of and how we responded to them.

We will follow up after incidents to check that the bullying has not started again. We will do this within two weeks, and again within the following half term.

We will also work with pupils who have been involved in bullying others to ascertain the sort of support that they themselves need.

Written guidance on bullying for teaching and non-teaching staff is provided in the Staff Handbook.

WHEN TOUGHER MEASURES ARE NEEDED

If necessary, we will invoke the full range of sanctions that are detailed in the school's Behaviour policy. These include:

- Removal from the group
- Withdrawal of break and lunchtime privileges
- Detention
- Withholding participation in school events that are not an essential part of the curriculum
- Internal exclusion

The full range of sanctions also includes fixed term and permanent exclusion from school.

This list comes from the DfES guidance on page 34.

OUR RESPONSIBILITIES

Everyone within school is expected to

- Act in a respectful and supportive way towards one another
- Adhere to and promote the objectives of this policy.

Pupils are expected to

- Report all incidents of bullying
- Report suspected incidents that victims may be afraid to report
- Support each other and seek help to ensure that everyone feels safe and nobody feels excluded or afraid in school.

Parents can help by

- Supporting our anti-bullying policy and procedures
- Encouraging their children to be positive members of the school community
- Discussing with their child's teacher any concerns that their child may be experiencing relating to bullying or if they are involved with bullying in some way
- Helping to establish an anti-bullying culture outside of school.

BULLYING OUTSIDE THE SCHOOL PREMISES

Schools are not directly responsible for bullying that occurs off the premises but we know that bullying can occur outside the school gates and on journeys to and from school. The bullying may be done by pupils from our own school, by pupils from other schools or by

people who are not at school at all. Where a pupil or parent tells us of bullying off the school premises we will:

- Talk to pupils about how to avoid or handle bullying outside of school
- Talk to the Headteacher of another school whose pupils are bullying
- Talk to the relevant transport company
- Talk to the police.

CONCERNS, COMPLAINTS AND COMPLIMENTS

We recognise that there may be times when parents feel that we have not dealt well with an incident of bullying and we would ask that this be brought to the Headteacher's notice. If the Headteacher cannot resolve these concerns informally, parents can raise their concerns more formally through the school's Complaints Procedure.

We would also be pleased to receive compliments/feedback from parents when things have gone well.

EVALUATING OUR POLICY

We will evaluate our anti-bullying policy using the following measures:

The numbers of incidents that are reported to staff over a given period.

From the comments received in our anti-bullying "Post Box."

Pupils' perceptions of bullying in school through structured discussions in class time i.e. Circle Time, School Council and through periodic questionnaires.

We will investigate patterns of absence to ensure that children are not taking unnecessary days off school due to fear of being bullied.

The number of complaints and compliments that we receive from parents.

From the comments made by visitors and other people connected with the school.

OWNERSHIP OF THIS POLICY

This policy was drawn up by a working group of staff and Governors, parents and pupils.

The policy applies to all staff and to all pupils, whether temporarily or permanently on the school roll.

The Headteacher is responsible for introducing and implementing this policy. However all staff, all pupils and their parents have an active part to play in the development and maintenance of the policy, and in its success.

All incidents of bullying will be recorded, including by type and will be reported to The Learning Trust (TLT).

Governors will ask for regular briefings on bullying within school, and will expect an annual report on the operation of this policy.

One of our Governors will take a special interest in bullying within school.

This policy was agreed and adopted at a Governors' Meeting.

The policy will be formally reviewed in October 2019.

Our Anti-Bullying Policy links with a number of other school policies:

- Behaviour Policy
- Home School Agreement
- Equal Opportunities Policy
- Policy on Racial Harassment
- Equalities & Community Cohesion Scheme Policy
- Physical Control and Intervention
- Child Protection Policy
- Complaints Policy

Our school has signed up to the DFE initiative "Bullying - A Charter for Action".

Bullying

Don't Suffer in Silence

Information for parents and families

Every school is likely to have some problem with bullying at one time or another. Your child's school must by law have an anti-bullying policy, and use it to reduce and prevent bullying, as many schools have already successfully done.

Bullying behaviour includes:

- name calling and nasty teasing
- threats and extortion
- physical violence
- damage to belongings
- leaving pupils out of social activities deliberately and frequently
- spreading malicious rumours

Parents and families have an important part to play in helping schools deal with bullying.

First, discourage your child from using bullying behaviour at home or elsewhere. Show how to resolve difficult situations without using violence or aggression.

Second, ask to see the school's anti-bullying policy. Each school must have an anti-bullying policy which sets out how it deals with incidents of bullying. You have a right to know about this policy which is as much for parents as for staff and pupils.

Third, watch out for signs that your child is being bullied, or is bullying others. Parents and families are often the first to detect symptoms of bullying, though sometimes school nurses or doctors may first suspect that a child has been bullied. Common symptoms include headaches, stomach aches, anxiety and irritability. It can be helpful to ask questions about progress and friends at school; how break times and lunchtimes are spent; and whether your child is facing problems or difficulties at school. Don't dismiss negative signs. Contact the school immediately if you are worried.

If your child has been bullied:

- *calmly talk* to your child about it
- *make a note* of what your child says - particularly who was said to be involved; how often the bullying has occurred; where it happened and what has happened
- *reassure your child* that telling you about the bullying was the right thing to do
- explain that *any further incidents* should be reported to a teacher immediately
- *make an appointment* to see your child's class teacher or form tutor
- *explain to the teacher* the problems your child is experiencing

Talking to teachers about bullying

- *try and stay calm* - bear in mind that the teacher may have no idea that your child is being bullied or may have heard conflicting accounts of an incident
- *be as specific as possible* about what your child says has happened - give dates, places and names of other children involved
- *make a note* of what action the school intends to take
- *ask if there is anything you can do* to help your child or the school
- *stay in touch with the school* - let them know if things improve as well as if problems continue

If you think your concerns are not being addressed:

- *check the school anti-bullying policy* to see if agreed procedures are being followed
- discuss your concerns with the parent governor or other parents
- *make an appointment* to meet the head teacher, keeping a record of the meeting
- if this does not help, *write to the Chair of Governors* explaining your concerns and what you would like to see happen
- contact local or national parent support groups for advice
- *contact the Director of Education for your authority*, who will be able to ensure that the Governors respond to your concerns
- *contact the Parentline Plus helpline* for support and information at any of these stages
- in the last resort, *write to the Secretary of State for Education and Employment*

If your child is bullying other children:

Many children may be involved in bullying other pupils at some time or other. Often parents are not aware. Children sometimes bully others because:

- they don't know it is wrong
- they are copying older brothers or sisters or other people in the family they admire
- they haven't learnt other, better ways of mixing with their school friends
- their friends encourage them to bully
- they are going through a difficult time and are acting out aggressive feelings

To stop your child bullying others:

- talk to your child, explaining that bullying is unacceptable and makes others unhappy
- discourage other members of your family from bullying behaviour or from using aggression or force to get what they want
- show your child how to join in with other children without bullying
- make an appointment to see your child's class teacher or form tutor; explain to the teacher the problems your child is experiencing; discuss with the teacher how you and the school can stop them bullying others
- regularly check with your child how things are going at school
- give your child lots of praise and encouragement when they are co-operative or kind to other people

Organisations which can help:

Advisory Centre for Education, IC Aberdeen Studios, 22 Highbury Grove, London N5 2DQ

Tel: 0207 704 9822 Tel helpline: 0207 354 8321 (Mon-Fri 2-5 pm).

Advice line for parents on all matters concerning schools

Anti Bullying Campaign, 185 Tower Bridge Road, London SE1 2UF.

Tel: 0207 378 1446 (9.30 am - 5.00 pm).

Advice line for parents and children.

Children's Legal Centre, Tel: 01206 873 820

(Mon-Fri 10 am - 12.30 pm and 2 pm - 4.30 pm). Publications and free advice line on legal issues.

St John of Jerusalem COE Primary School

Anti-bullying information sheet for pupils:

Is it bullying?

It is if you feel hurt because individuals or groups are:

- calling you names
- threatening you
- pressuring you to give someone money or possessions
- hitting you
- damaging your possessions
- spreading rumours about you or your family
- using text, email or web space to write or say hurtful things (cyber bullying).

It is bullying if you feel hurt because of things said about your ethnic background, religious faith, gender, sexuality, disability, special educational need, appearance or issues in your family.

St John of Jerusalem School does not tolerate bullying. This is what we do about bullying:

- make sure that the person being bullied is safe
- work to stop the bullying happening again
- provide support to the person being bullied.

What should you do?

Talk to someone you trust and get them to help you take the right steps to stop the bullying.

If you feel you are being bullied:

- try to stay calm and look as confident as you can
- be firm and clear — look them in the eye and tell them to stop
- get away from the situation as quickly as possible
- tell an adult what has happened straight away or, if you do not feel comfortable telling an adult, tell another pupil.

If you have been bullied:

- tell a teacher or another adult in your school (your head of year, form tutor or learning mentor will all be able to help)
- tell your family
- if you are scared to tell a teacher or an adult on your own, ask a friend to go with you
- keep on speaking until someone listens and does something to stop the bullying
- don't blame yourself for what has happened.

When you are talking to an adult about bullying be clear about:

- what has happened to you
- how often it has happened
- who was involved
- who saw what was happening
- where it happened
- what you have done about it already.

If you find it difficult to talk to anyone at school or at home, ring ChildLine on **freephone 0800 1111**. This is a confidential helpline. If you are hard of hearing you can use the **textphone 0800 400 222**. You can also write to Freepost 1111, London N1 0BR. The phone-call and letter are free.

St John of Jerusalem COE Primary School

Information sheet for parents:

Is it bullying?

It is if individuals or groups are:

- calling your child names
- threatening him/her
- pressuring your child to give someone money or possessions
- hitting your child
- damaging your child's possessions
- spreading rumours about your child or your family
- using text, email or web space to write or say hurtful things about your child (cyberbullying).

It is also bullying if your child feels hurt because of things said about their ethnic background, religious faith, gender, sexuality, disability, special educational need, appearance or specific issues in your family.

What should you do if your child is being bullied?

Talk to school staff about the bullying. At St John of Jerusalem COE School your first contact point to report concerns about bullying is (class teacher/form teacher). They are best contacted on 020 8985 0730, by email at admin@st-johnjerusalem.hackney.sch.uk, or messages can be left with the school reception on 020 8985 0730.

- It will help to sort out what action to take if you can bear in mind that the teacher may have no idea that your child is being bullied or may have heard conflicting accounts of an incident.
- Be as specific as possible about what your child says has happened, give dates, places and names of other pupils involved.
- Make a note of what action the school intends to take.
- Ask if there is anything you can do to help your child.
- Stay in touch with the school Let them know if things improve as well as if problems continue.

What will **St John of Jerusalem COE School** do?

St John of Jerusalem School does not tolerate bullying. This is what we do about bullying:

- work to make sure that the person being bullied is safe
- work to stop the bullying happening again
- provide support to the person being bullied
- take actions to ensure that the person doing the bullying learns not to harm others.

Families who feel that their concerns are not being addressed appropriately by the school might like to consider the following steps:

- check with the school anti-bullying policy to see if agreed procedures are being followed
- discuss your concerns with other parents
- make an appointment to discuss the matter with the head teacher and keep a record of the meeting
- if this does not help, write to the chair of governors explaining your concerns and what you would like to see happening.

In some LAs there may be help to resolve the problems via Children's Services.

If you need further support and information at any stage or the problem remains unresolved, ring the helpline at Parentline Plus **0808 800 2222** or contact other local and national support groups.

Kidscape, 2 Grosvenor Gardens, London SW1W ODH.

Tel: 0207 730 3300 Fax: 0207 730 7081

Has a wide range of publications for young people, parents and teachers. Bullying counsellor available Monday to Friday, 10-4.

Parentline Plus, 520 Highgate Studios, 53-79 Highgate Road, Kentish Town, London NW5 1TL. Tel: 0808 800 2222.

National helpline for parents (Mon-Fri 9-9; Sat 9.30-5; Sun 10-3).

Resources for parents and families about bullying:

ALEXANDER, J. **Your child bullying: Practical and easy to follow advice.**
Element Books, 1998.

ELLIOTT, M. **101 Ways to deal with bullying - A guide for parents.**
Hodder and Stoughton, 1997.

KIDSCAPE. **Keeping safe: A practical guide to talking with children.**

Kidscape, 2 Grosvenor Gardens, London SW1W 0DH, 1990.

LAWSON, S. **Helping children cope with bullying.**

Sheldon Press, 1994.

LINDENFIELD, G. **Confident children: A parents' guide to helping children feel good.**

Thorsens, 1994.

MELLOR A. **Bullying and how to fight it: A guide for families.**

Scottish Council for Research in Education, 15 St John Street, Edinburgh EH5 5JR, 1993.

PEARCE J. **Fighting, teasing and bullying: Simple and effective ways to help your child.**

Wellingborough: Thorsons, 1989.

TRAIN, A. **The bullying problem: How to deal with difficult children.**

Condor Book, Souvenir Press, 1995.

This information sheet was prepared by the Department for Education and Employment and has been adapted with their permission. Their full antibullying pack can be found at www.DEfSgov.uk/bullying/index.shtml

Bullying

Don't Suffer in Silence
Information for Pupils

If you are being bullied

- *try to stay calm* and look as confident as you can
- *be firm and clear* - look them in the eye and tell them to stop
- *get away* from the situation as quickly as possible
- *tell an adult* what has happened straight away

After you have been bullied

- *tell a teacher or another adult* in your school
- *tell your family*
- *if you are scared* to tell an adult by yourself, ask a friend to come with you
- *keep speaking up* until someone listens and does something to stop the bullying
- if your school has a *peer support service*, use it
- *don't blame yourself* for what has happened

When you are talking to an adult about bullying, be clear about

- *what* has happened to you
- *how often* it has happened
- *who* was involved
- *who saw* what was happening
- *where it* happened
- *what* you have done about it already

If you find it difficult to talk to anyone at school or at home, ring

ChildLine, Freephone 0800 1111,

or write, Freepost 1111, London N1 0BR.

The phone call or letter is *free*. It is a *confidential* helpline.

This information sheet was prepared by the Department for Education and Employment and has been adapted with their permission. Their full antibullying pack can be found at www.DfES.gov.uk/bullying/index.shtml

Letter to parents informing them of their school's complaints procedure

St John of Jerusalem COE Primary school

Dear parents,

Compliments and complaints

We strive to be a school where you are more than satisfied with what we do to support your child, especially in difficult situations. When you think we do this particularly well, please let us know. Staff work hard for the pupils and we all want to recognise that.

But sometimes things may not go well. For example, you may feel that your child is being bullied and are not happy that the right things have been done to address this. We hope that good communication would solve such a problem. Our aim is that by careful listening, constructive discussion and sensible actions we can work together to solve problems, and so improve our school systems further. But if the problem persists you may wish to make a complaint.

When should I complain?

If you believe that something is seriously wrong then make a complaint. We will investigate it and base what we do on the governing body's agreed policy.

Whom do I contact?

That depends on the particular situation. Often your child's class teacher will be able to deal with the matter. More serious problems might require the intervention of a senior member of staff or the head teacher. Most problems can be solved in this way. A complaint about the conduct of the head teacher should go to the chair of governors, addressed to the clerk to the governors at the school address.

Certain specific complaints (e.g. about school admissions) are dealt with separately. Staff at the school or the local authority can advise you about where to direct your complaint or you can contact www.XLocalAuthority.gov.uk/complaints.

What if the matter is still unresolved?

You should write to the head teacher, in the first instance, if you are dissatisfied with the handling of a complaint. The head teacher will investigate the matter and may invite you to a meeting to talk about it. The school may arrange for a suitable mediator to be present.

After trying all other avenues, you may decide to make a formal complaint to the governing body by sending a letter to the clerk to the governors at the school address.

The governors will investigate and may invite you to meet them to discuss your concerns.

If you are still dissatisfied, after an investigation by the governing body, you may appeal to the local authority. In cases where you believe that the school has acted unlawfully or unreasonably, or failed to fulfil a statutory duty, you can take your complaint to the Secretary of State for Education and Skills.

If you want further information or support I recommend Parentline Plus to you as a source of information and advice (telephone: 0808 800 2222).

All this looks very formal, but very few problems have to go through such steps because we work hard to understand and resolve problems as quickly as possible. In this way pupils of the school get the best possible chance to succeed in their learning.

Yours sincerely

Chair of Governors

Satisfaction survey for parents

This could be sent to parents two months after a bullying enquiry has taken place at the school to test out satisfaction with school systems. It should not be used if there is an on-going complaints procedure.

St John of Jerusalem COE Primary school

Dear Parent/Carer,

Two months ago your child was the subject of bullying behaviour. I am writing to seek your views on how well the school dealt with the problem. We will use this information confidentially within the school to inform our review of policy and practice.

The individual details will not have any wider use unless we ask for, and you give, your specific permission.

How easy was it for your child/you to report the bullying? (circle one)

1 2 3 4 5

(1: not easy) (5: very easy)

Comment if we could improve:

How satisfied are you with what we did to make your child feel safe? (circle one)

1 2 3 4 5

(1: not satisfied) (5: very satisfied)

Comment if we could improve:

How satisfied are you with the support your child has had since the bullying incident from the school? (circle one)

1 2 3 4 5

(1: not satisfied) (5: very satisfied)

Comment if we could improve:

Overall how satisfied are you with the way in which Anyplace school deals with bullying incidents? (circle one)

1 2 3 4 5

(1: not satisfied) (5: very satisfied)

Comment if we could improve:

Sample anti-bullying information sheet for staff (including temporary staff and contracted staff) working on the school site: Anyplace School

Is it bullying?

It is if individuals or groups are:

- calling them names
- threatening them
- pressuring them to give someone money or possessions
- hitting them
- damaging their possessions
- spreading rumours about an individual or their family
- using text, email or web space to write or say hurtful things (cyberbullying).

It is also bullying if someone feels hurt because of things said about ethnic background, religious faith, gender, sexuality, disability, special educational needs, appearance or issues in their family.

St John of Jerusalem COE School will not tolerate bullying. This is what we do about bullying:

- make sure that the person being bullied is safe
- work to stop the bullying happening again
- provide support to the person being bullied.

What should I do if I see bullying taking place?

Your role: _____

Interventions which the school uses:

- To make sure the child being bullied feels safe
- To challenge the bullying behaviour
- To provide support including contacting parents and other agencies

Organisations that can offer support:

Note: The DCSF does not necessarily endorse all the views expressed by these organisations.

[Anti-Bullying Alliance \(ABA\)](#)

Brings together over 60 organisations into one network with the aim of reducing bullying, and creating safer environments in which children and young people can live, grow, play and learn.

Telephone: 020 7843 1901

[National Healthy Schools Programme](#)

A joint Department of Health (DH) and Department for Children, Schools and Families (DCSF) initiative. Part of the Government's drive to reduce health inequalities, promote social inclusion and raise educational standards. Schools can access support from a local programme coordinator.

[11 Million \(Office of the Children's Commissioner\)](#)

Looks after the interests, and acts as the voice of children and young people by exposing issues affecting young people, facilitating and provoking debate, influencing policy and holding organisations to account.

Telephone: 0844 8009113

[Ofsted](#)

Inspects and regulates to achieve excellence in the care of children and young people, and in education and skills for learners of all ages.

[Act Against Bullying](#)

A national charity which highlights new forms of bullying, particularly bullying through social exclusion.

Telephone: 0845 230 2560

[Actionwork](#)

A multi-media organisation that uses film, theatre and other creative arts to explore and tackle issues that affect young people, in particular bullying.

Telephone: 01934 815163

[Advisory Centre for Education](#)

Advice line for parents on all procedural matters concerning schools.

Telephone: 0808 800 5793

[Beatbullying: CyberMentors](#)

This is a unique programme to tackle cyber-bullying. Cyber Mentors are an army of young people who help, assist and support their peers in an online virtual community, as well as on mobiles, helping to safeguard themselves and act as mentors and guides to young people they meet online when chatting, surfing and just generally having fun.

[Bully Free Zone](#)

Provides a peer-mediation service, written and telephone advice, and provides training for children and young people, parents, teachers, youth workers and other professionals.

Telephone: 01204 454958

[Bullying Online](#)

Provides an email advice service for children and young people, as well as online help and information for schools and pupils.

ChildLine

Offers a free 24-hour helpline and counselling service for children in distress or danger.
Telephone: 0800 1111

Children: Homes, Advice and Teaching Ltd (C:HAT) C:HAT seeks to provide a complete support package for young people and the significant adults who are involved in their lives through consultancy, behaviour management and children's homes.
Telephone: 0116 259 3008

Children's Legal Centre

Provides legal advice, information, assistance and representation to children, parents/carers and professionals working with children.
Telephone: 0800 7832187

Commission for Racial Equality

A publicly funded, non-governmental body set up under the Race Relations Act 1976 to tackle racial discrimination and promote racial equality.
Telephone: 020 7939 0000

Diana Princess of Wales Memorial Award for Young People

The Diana Anti-bullying Award is open to primary schools, secondary schools and youth organisations.
Telephone: 0845 3372987

Educational Action Challenging Homophobia (EACH)

Established to challenge homophobia in education.
Telephone: 0808 1000143

Education for All

Joint campaign by Stonewall, Fflag and LGBT Youth Scotland to combat homophobic bullying. Website includes resources, research and case studies.
Telephone: 020 7593 1851

Goldsmiths College

The Psychology department at Goldsmiths has a research programme which covers a wide range of specialisms in experimental, theoretical and applied psychology. This includes research into bullying.

Kidscape

Provides training for professionals, courses for bullied children, a helpline for parents of bullied children, and books, videos, free booklets and leaflets about the prevention of bullying, many in several languages.
Telephone: 020 7730 3300

LeapConfronting Conflict [not able to enter site]

Provides opportunities, regionally and nationally, for young people and adults to explore creative approaches to conflict in their lives.
Telephone: 020 7272 5630.

Mencap

Mencap fights for equal rights for people with learning disabilities, and their families and carers, and provides housing and employment support.
Telephone: 020 7454 0454

[Miss Dorothy.com](#)

Provides a programme which offers an approach to learning about personal behaviour and safety for 4— to 11-year-olds.

Telephone: 0870 759 3388

[National Autistic Society](#)

Champions the rights and interests of all people with autism, and seeks to ensure that they and their families receive quality services appropriate to their needs.

Telephone: 0845 0704004

[National Children's Bureau](#)

Promotes the voices, interests and well-being of all children and young people across every aspect of their lives. As an umbrella body for the children's sector in England and Northern Ireland, it provides information on policy, research and best practice.

Telephone: 020 7843 6000

[National Society of Prevention of Cruelty to Children \(NSPCC\)](#)

NSPCC aims to end cruelty to children. The society works with children and families, as well as influencing public policy and attitudes.

Telephone: 020 7825 2500

[Parentline Plus](#)

Offers help and support through a range of free, flexible and responsive services by working for and with anyone who is parenting a child.

Telephone: 0808 800 2222

[School's Out!](#)

Aims to support lesbian, gay, bisexual and transsexual (LGBT) staff in education, and to raise the profile of LGBT people and issues.

Telephone: 01273 298299

[Stonewall](#)

A campaign and lobby group working to achieve legal equality and social justice for lesbians, gay men and bisexuals.

Telephone: 020 7593 1850 or the free information line: 08000 50 20 20.

[Teachers TV](#)

A section of the Teachers TV website devoted to anti-bullying, featuring programmes which can be watched online, downloadable resources, links, and interviews with experts on bullying.

[UK Observatory for the Promotion of Non-Violence](#)

A national initiative committed to addressing the key issues of aggression, bullying, anti-social behaviour and violence amongst children and young people.

Telephone: 01483 684552

[Victim Support](#)

Staff and volunteers offer free and confidential information and support for victims of crime. It operates via a network of affiliated local charities, the Witness Service and the Victim Supportline. Currently developing specialist and outreach services for children and young people affected by crime and bullying.

Telephone: 0845 3030900

[Young Voice](#)

Undertakes research with children and young people. Works in partnership with them on a

wide range of issues including bullying, and offers research, evaluations, training and consultancy.

[Youth Justice Board for England and Wales](#)

Executive, non-departmental public body working to develop and improve the youth justice system, and to prevent offending by children and young people up to the age of 17.

Telephone: 020 7271 3031

Note: This policy will be reviewed annually