




Is your child being bullied

A step by step guide for parents



WRITTEN BY **CHRISTINE PRATT** FInstLM & FCMI
Director of HR & Diversity Management and Founder of The National Bullying Helpline

Index

- 
- 02** Introduction
 - 03** Foreword
 - 05** Difficult Times
 - 06** Expectations
 - 07** The Role Of The School
 - 08** A Code Of Practice
 - 09** Step By Step Guide
 - 11** Escalating Matters
 - 13** Bullying Is A Crime
 - 14** Case Studies
 - 17** Letter 1: Addressed To The School
 - 18** Letter 2: Addressed To Headteacher
 - 19** Letter 3: Addressed To Governors Or Trustees
 - 20** About Us
 - 21** Testimonials

Introduction

"We hear some horror stories at The National Bullying Helpline. Parents call us in tears. Some allege that a school has been dismissive or has labelled them (the parent) 'paranoid' because that parent was visibly distressed at the point when they spoke to a teacher at the school. In most all cases the school will deny the bullying saying; 'We have an Anti-Bullying policy. Our school does not tolerate bullying'.

You only have to look to the wild to see how an animal will defend its young – to know that a parent will become highly emotive if s/he believes their child is being abused or harmed in any way.

"This is not paranoia. It's nature".

Christine Pratt

Christine Pratt. FInstLM & FCMI
Founder of The National Bullying Helpline.

Foreword

On a daily basis we hear from distressed parents of children allegedly being bullied in school or being bullied on-line (e-Crime or Cyberbullying). Occasionally, the bullying is occurring in the community but very often this is linked in some way to the school the child attends – or a club or social group. The approach we recommend applies in most cases.

We are aware that far too often children commit suicide and/or are left with permanent scars due to a bullying ordeal. Scars do not need to be visible to be real.

Aaron, a 9-year-old boy from Birmingham, hanged himself due to cyber bullying. Natasha McBride, a 15 year old, threw herself under a train in 2011 due to cyber bullying. Others have harmed or killed themselves too. This has to stop. We must protect our children. Contained in this document are some answers for parents, simple strategies and template letters to enable a parent to help their child. Here we present to you an outlined Code of Practice for schools dealing with allegations of bullying and a Step By Step Guide for parents raising matters with schools.

The problem, it seems, is not only extremely serious but it is one that is sadly, extraordinarily, underestimated. Ordinarily, parents contact us as a last resort because they do not know what else to do. There is a perceived breakdown in communication between the parent and the school.

The parent is left feeling distressed, isolated and unsure as to what to do to help their distressed, sometimes bruised, child. At this point, as matters become contentious between the parent and a school, the bullying issue that the child is experiencing is at risk of becoming secondary. If we can avoid this and save one child's life, by giving you the tools you need, then reading this short Guide will have been time well spent.

At The National Bullying Helpline where we receive several calls every day from parents, we have noticed a few 'common themes'. If what we are about to say 'rings true' in your personal situation, we urge you to read on. We may be able to help you identify a reasonably simple strategy for dealing with the problem, in a professional and constructive way. Common themes, it seems, are:

- The parent has spoken to the school and has come away distressed, with no resolution
- Communications with the school have either broken down or proved fruitless
- The school has an Anti-Bullying policy which they are proud of, and stand behind
- The school does not have a structured procedure backing up their Anti-Bullying policy

- The school denies that bullying is occurring in their classrooms or playground
- The school denies that they are responsible for any bullying occurring
- The parent is left feeling confused and/or isolated and does not know what to do next in order either to help their child or further their concern
- The school may even have labelled the parent 'paranoid'
- The parent is left believing that they have 'lost credibility' in the eyes of the school.
- The parent is left in tears, extremely angry and frustrated and concerned for the ongoing safety and welfare of their child
- Communications and the relationship between parent & school have broken down completely
- Due to the conflict between the parent and school, the bullying issue involving the child has become secondary
- The parent wants to remove their child from that school

If one or more of the above sounds familiar, please read on.

The National Bullying Helpline recently wrote to the Education Minister setting out a proposed 'model' : **A Code of Practice**. A Code for schools and parents to follow in cases where bullying is alleged. This is an extract from the response received;

*'From the Department of Education.
(Ref 2013/0005955).*

Thank you for your letter and email of 23 January, addressed to the Secretary of State. I am responding as a member of the Behavior and Anti-Bullying policy team.

As you suggest, bullying is unacceptable and the Government has made this very clear. That is why I was interested to read about The National Bullying Helpline and the support you provide. I see from your website that you have helped parents, pupils and school staff, who have been affected by bullying. The Government is always happy to learn of the positive outcomes achieved by organisations like the National Bullying Helpline'.

The letter continues with suggestions and ideas, encouraging us to approach parents, schools and local authorities to share our ideas.

This Guide is long overdue. This is just the beginning

Difficult Times

You have downloaded this Guide because you are concerned about your child and you may even believe your child's school has failed your child in some way. The situation may be complex on the face of it and we want to help you to understand your options, identify a solution and consider remedies.

Bullying is a strong word. Whether your child is being bullied, or not, clearly something is causing you (the parent) considerable distress. We are sorry if you are going through a difficult time and we hope to be able to help in some way.

The most important thing here, is the welfare of your child.

An objective of this Step By Step Guide is to reinforce the message that bullying blights young lives. We want to help you identify a coping strategy and a way forward in the best interests of everyone concerned.

The easy option for Schools, we hear, is to deny that bullying is occurring or, worse, label a parent paranoid. This has to stop. We are in no doubt that you will have spoken to the School, or attempted to speak to them. You may have met with the school on a number of occasions even. It is not unusual (we are hearing) for a School to go into denial.

Schools, UK wide, are required to have an Anti-Bullying policy in place. We all want our children to feel safe, secure and valued so that they can maximize their potential and get the best possible start in life.

That said, an Anti-bullying policy is only as good as the people implementing it and operating it. It needs to be widely communicated, understood and practiced. In the real world, this is not always the case.

We believe a policy on its own can be non-effective without a) a procedure to back up the policy statement and b) trained and skilled expertise within the school who are identified as the point of contact for a parent. These personnel must be trained to investigate and liaise with all those involved, throughout the process until matters are satisfactorily resolved.

When a parent contacts a school due to alleged bullying, invariably the parent is highly anxious and distressed.

All the parent asks for are four fundamental things :

- for the school to listen
- for the school to reassure them that all bullying issues are taken seriously and that appropriate action will be taken, where deemed necessary
- for the parent to be given clear guidance as to how to register their concern and be given proper feedback
- to be able to feel confident that their child will be safe in the care of that school

Surely this is not unreasonable.

Expectations

If you are able to relate to what we have said so far, some of these common themes (below) may sound familiar:

- 01** Ineffective anti-bullying policy: The School may have an Anti-Bullying policy but it is poorly communicated or regarded as ineffective (alleged 'not to be worth the paper it is written on'). Often, staff working at the school have not read the policy or do not understand it. Schools rarely have a dedicated staff member who is impartial, skilled and able to deal with conflict resolution.
- 02** Communication breakdown: A parent will have spoken to the school but talks will have proved fruitless. The parent is left with a negative view, distressed or angry, believing they are seen as non-credible or paranoid. The parent does not know who to turn to next.
- 03** The school is defensive: A teacher has denied the bullying or has made subjective comments about a child versus the bullying even where they have not witnessed the alleged incident(s). All the teacher wants is to be left to teach the remaining children.
- 04** Failure to follow through: The parents are left feeling distressed, frustrated, angry and highly emotional. The child is caught up in the middle and the initial bullying issue becomes secondary. No further action is taken by the school. No investigation takes place. The bullying continues. The child feels isolated and unsupported. The problem escalates and the entire experience become long-lasting and deep-rooted where the child is concerned. The relationship between the parent and school collapses. There are no winners and nothing positive is learnt.

Parents, does this sound familiar?

Phoning a school does nothing if the school is in denial.

Meetings with teachers may be ineffective. The teacher may lack the skills to deal with conflict and these discussions are rarely recorded or minuted.

However, if you write a formal letter to the School and address it to the Head of the School or the Governors, they have to store it in a file which is looked at by Ofsted Inspectors at which point the school may be asked to explain how they dealt with the situation.

Please read on as we detail below some practical steps, strategies, a Code of Practice that provides solutions and a Step By Step Guide.

The Role Of The School

An Anti-bullying policy alone is not enough.

Words are meaningless unless action is taken. Some schools are extremely good at tackling the issue of bullying. Most schools in the UK have an Anti-Bullying policy. However, having a written policy does not mean that bullying does not go on or that it is appropriately addressed when it rears its ugly head.

We believe a fundamental part of the policy should be an explicitly set out process to back the policy up. This is essential where an informal approach has failed and communications have, arguably, broken down.

A documented audit trail needs to exist. In fact, this applies to conflict in the home, the community, the workplace and the school playground. It's a common-sense approach!

Importantly, a school should never turn a distressed parent away but should empathise with the parent and refer that parent to a responsible adviser skilled in diversity and conflict resolution matters. You only need to look to the wild to see how an animal will protect its young at all costs. It is only natural that a parent who believes their child is in danger will be anxious and distressed.

Any school that knows, or reasonably ought to have known (a parents letter and/or a child's diary is evidence), that bullying was occurring but fails to take reasonable steps and/or fails to act responsibly to protect those in their care, should be investigated. 'Failing to take appropriate action' is tantamount to 'condoning' the bullying. It is certainly incompetence and it is probably unlawful. If it is not unlawful, it should be.

Much more needs to be done to engage with Schools and Governors – to ensure that parents and teachers unite and work together to combat playground bullying.

Schools today should also have a cyber-bullying policy which should be well communicated, understood and practised. It needs to be regularly updated (in accordance with changing legislation and technology), communicated at all levels and practised from the top down, and from the bottom up, on a daily basis.

A Code Of Practice

An ACAS Code of Practice 'look-alike' (commonly applied in workplace conflict) across all UK schools may be the answer.

What is needed is a nationally-recognised "model of best practice" and an open and transparent process that supports the school's Anti-bullying policy and enables the parent to raise matters formally and have them effectively dealt with. Establishing a strategy for coping with a problems such as bullying in schools, is often the answer. Indeed, there needs to be a documented record where a child has been affected.

We believe schools could learn a great deal from The 'ACAS Code of Practice (the governments recommended procedures for dealing with contentious situations, for all UK employers in the workplace). The ACAS Code of Practice sets out a very well-structured, well-documented, 'open and transparent process' for investigating and remedying conflict and contentious disputes. This is what we need in our schools.

Here, we apply this approach to schools.

01 An Investigation and Complaint process

An Investigation process, set out in writing and communicated openly, should accompany any Anti-bullying policy and include a documented complaints procedure that parents have easy access to. A dedicated person in the school should be responsible for overseeing this.

A complaints procedure will guarantee that all matters raised are raised professionally and in a structured manner and that this in turn may be properly investigated (as you would expect in the workplace).

A written response is drawn up and sent to the parent setting out 'remedies' and 'improvement measures' to be taken by the parent, the school and the child (to a degree) in order to address the problem and set out measures to ensure that matters are not allowed to escalate etc.

02 A Diversity Expert

Part of a schools' procedure should include strategies for identifying and/or appointing a dedicated person with specialist conflict resolution skills to liaise between the parent and the school where a formal, written, complaint has been received.

All teachers should have basic diversity training and should be asked to sign to say that they have read and understood their school Anti-bullying policy and Code of Practice / procedure.

- This should be mandatory.
- This should form part of all teachers CPD programme.

03 The Investigator

The Diversity expert appointed should be impartial and should have the appropriate expertise required to investigate any complaint and/or deal with all enquiries / concerns raised by parents. This person does not necessarily need to be a teacher or even a member of the full-time teaching staff at the school. This dedicated person will ensure that;

- The class teacher is not distracted from his/her teaching duties and will not need to get involved in a contentious, heated, debate with a distressed parent or child
- Any teacher who may feel implicated in a case (ie within his/her own classroom) will be able to stand back from the contentious situation that, ordinarily, may have placed that teacher in a conflict of interest.
- The parent will feel they are being listened to and taken seriously
- The pupils themselves will feel safe and will both understand and appreciate that structure, openness, clarity in terms of process and a professional approach in all contentious circumstances is of paramount importance.

So, the above steps mirror the workplace ACAS Code of Practice and should be 'mirrored' in all UK schools ie: there should be an outlined and structured procedure. Parents should be encouraged to follow these steps and schools should be obliged to adhere to the policy too.

These straightforward, open and transparent, steps should be mandatory in schools, in our view. We believe the above forms a 'Code of practice' which should form part of the School's in-house policies and procedures and accompany any Mission Statements or Anti-bullying policy. Further, we believe OFSTED should insist that these fundamental steps are adopted by all Schools in the UK.

Step By Step Guide

In the absence of the above Code of Conduct, we outline a Step By Step Guide which a parent could and should adopt if they are genuinely concerned for the wellbeing of their child, particularly if they feel that the School is not taking matters seriously. Obviously, these steps may not be necessary if the School is already taking appropriate action by responding reasonably to concerns raised.

If a parent remains concerned, the parent can 'force the hand' of the School by explicitly (but professionally) setting out expectations to the school and by insisting that their case is carefully and thoroughly documented and investigated.

Engaging in talks with a member of staff at the School may not be enough. Discussions and the spoken word can quickly be misunderstood or even denied. So, matters now need to be set out in writing to ensure the School are in no doubt that you mean business.

Write that letter now !

A parent who truly believes their child is 'at risk' of harm (from another) or self-harm due to the stress of bullying at school, or on line bullying – might consider taking the following action.

01

- Ask your child to write up a short statement, draw a picture & keep a diary. This paperwork becomes important evidence! Give your child a piece of paper and a pen and ask them to sit down and write the name of the bully or bullies and/or draw pictures or write a sentence, or two, about what is happening and how they feel. Do not dictate this letter. Do not correct spelling mistakes. Allow the child the freedom to express himself or herself freely. This document then becomes a very important piece of evidence in your child's case. It will give you, the parent, credibility & it will enable you to effectively help your child.
- If the bullying is on a Social Media site, or texts to a mobile, take a snapshot of the comments. This constitutes evidence.
- Write to the school and attach a copy of the evidence (drawn up by your child) and state, explicitly, that you hold the school responsible for the safety and welfare of your child.
- Ask the school to investigate and report back, in writing, with a proposed action plan to remedy the situation.

02

If matters are not resolved, escalate your case to the Trustees or to the local education authority or Council (formerly LEA, now LA). Make sure that all the documentation is presented to the authority.

See sample letter at the back of this guide.

03

If matters are still not resolved satisfactorily and you believe a third party looking at the case would find that you have been reasonable and professional and/or if you believe the school and local authority are failing to act in the best interest of pupils, your child particularly, then do not hesitate to escalate your case further by contacting your local MP or the Education Minister.

Remember, the most important thing in all of this is the welfare of your child:

04

- Do not leave your child unattended for long periods
- If you notice a change of character in your child, or believe your child is acting strangely, seek help from a medical expert
- Identify a 'buddy' – a neighbour, relative or close friend that your child has a good relationship with
- Encourage your child to talk to you or to the buddy about what is going on in his or her mind
- Today, without delay, purchase a diary or notebook for your child and encourage your child to write down how s/he feels. This is excellent practice for your child in later life, as s/he enters the world of business

Escalating Matters

04

Legal

If you have followed the above steps, you will now have an audited record/evidence of your case. If matters have not been resolved and you feel your child is still at risk or if the bullying is so serious that you fear for the welfare of your child, report matters to the Police and/or seek expert advice from a Family Law Solicitor or a Solicitor specialising in The Harassment Act and/or bullying and harassment laws.

Engage with your family doctor and ensure your child receives expert medical support.

Work with experts: mediators, self-defence coaches, counsellors, helplines, anger management experts, legal advisers and local authorities etc., etc.

05

Insight

If your child has been bullied, encourage your child to talk about it to others. Raising awareness is so very important in these circumstances and can be a powerful part of the healing process.

Any bullying experience leaves the target of the bullying with a unique 'insight' which may form a powerful tool in terms of personal development. As time passes, it is not uncommon for a target of bullying to want to share their experience with others in a way that can be productive and educational for everyone involved.

Bullying is a CRIME

A Model

Teach your child this fundamental and simple 'model'. It is a very powerful 'trigger model' which will ensure that your child has an inbuilt defence strategy to enable them to cope with any future bullying issue. Encourage your child to learn these acronyms. Bullying is a CRIME and CRI OUT.

CRI OUT

COMMUNICATE

If you can, tell the bully to stop and explain how you feel.

RECORD

Record the bullying in a diary. Write down what happened.

INFORM

Tell someone you trust (a teacher, a buddy or a parent).

© The National Bullying Helpline

We believe every child should be taught this simple and affective trigger. Ask your child to learn it and spread this message please. By doing this you are encouraging the vulnerable to stand up for themselves and you are empowering your own child.

Insight

As said above, in our view, any child (or adult for that matter) who has experienced bullying first hand and has this 'insight' will develop the skills and maturity to identify situations in future that pose a risk to themselves or others. It is an invaluable insight!

If your child has experienced bullying first hand, recently or in the past, consider allowing them to write about their experience – or talk about it publically. Campaigning and raising awareness can help with the healing process too. If your child wants to do something positive with their experience, encourage them every step of the way.

Diversity Awareness

Diversity-and-awareness training for teachers, children and parents is recommended.

Diversity-and-awareness training in the workplace is recommended. Diversity-awareness training for those in a position of responsibility for the vulnerable in our society (adults and children) should be mandatory.

Help us to help you - to help the vulnerable.

Contact us if you would like to know more about courses available.

Case Studies

Uk 15 Year Old Life Saved

A 15 year old girl was threatening (via a Social Media site) to commit suicide due to bullying. A phone call to The National Bullying Helpline alerted us. We informed the Police immediately and the Police traced her. She is now safe, thanks to the combined efforts of The National Bullying Helpline and the Police.

Birmingham Boy, Aged 9, Hanged Himself After Being Bullied.

The mother of a nine-year-old boy found hanged at his home in Birmingham has claimed he was being bullied prior to his death. Kelly-Marie Dugmore spoke of how her son, Aaron, was "lovely and jolly" but changed "drastically" before his death.

Aaron Dugmore was found hanged at his home. He had suffered bullying immediately prior to his death. Describing the family's ordeal as a "nightmare", Ms Dugmore and Aaron's stepfather, Paul Jones, told the media that he had changed drastically before his death. Aaron, was a pupil at Erdington Hall Primary School.

West Midlands Police are working closely with specialists from the health services, children's services and the Birmingham Safeguarding Children Board to fully investigate the circumstances of Aaron's death.

Natasha McBride

Natasha McBride, a beautiful 15 year-old girl, threw herself under a train due to cyber-bullying involving pupils at her school. Just a few short hours after her death her school placed a 'statement of denial' on their website denying responsibility for her death. There were no words of comfort for the grieving parents from the school at that time.

Natasha did not call The National Bullying Helpline. Natasha did not seek help.

Bullied Boy Fights Back

An Australian boy, Casey Haynes, caused a stir in the UK. His story was featured on the BBC Radio 2 Jeremy Vine programme, BBC Wiltshire Sound, BBC Birmingham and many other British media outlets. Casey, a physically large and robust boy, was labelled a bully for standing up for himself in a situation in which he found he was being taunted by a boy much smaller than himself.

The story involved a young, isolated and bullied, 15 year-old Casey Haynes from Sydney, Australia. Casey lost his cool and retaliated against a much smaller child who continually, persistently, punched him in the face and bullied him -- while onlookers jeered, laughed and did nothing to protect Casey. Casey lost his cool and fought back. He picked the 'little bully' up and slammed him to the floor -- almost knocking him unconscious. The internet, internationally, is covering the story and generally applauds Casey for having 'fought back'.

Many believe that the 'little bully' got his comeuppance. Some say that Casey should not have retaliated, but should have walked away and turned the other cheek. It seems that, worldwide, everyone has a view regarding what Casey should, or should not, have done.

The fact is, if the news story is accurate, the school and the parents in this case have failed to take appropriate action to address a bullying culture. The culture of fear and bullying in this particular school went on for 2 years and included bystanders 'goading and encouraging' an unhealthy and unacceptable level of physical violence.

We are in danger of glorifying in violence if we believe that the answer to this sad scenario is to encourage targets of bullying to resort to physical violence. Violence is crime! No one, particularly our young and vulnerable, should have to resort to violence in order to protect themselves. Had Casey really, uncontrollably, lost his temper (and thankfully he appears not to suffer with an anger management problem), the longer-lasting implications and damage could have been far more serious.

Yes, bullying occurs in schools, the workplace and in society -- worldwide. It has done since the beginning of time and it will continue to do so. It is a sad fact of life. However, those responsible for managing and protecting the vulnerable -- in this case, children under 18 years -- have (it seems) failed to act responsibly and/or in accordance with Duty of Care.

In this case, it is our view that the following pertains:

- Neither boy in this particular case of bullying, which allegedly went on for two years, should be held responsible
- The school and the parents of both boys are, however, entirely responsible for the welfare and safety of children in their care. Both, it seemed, failed to act responsibly in this case
- This school playground has become a fighting ground – an unsafe place for any child. If your child attends a school where bullying is not addressed, remove your child immediately and insist that appropriate action is taken
- All cases need to be thoroughly and independently investigated
- Trauma counselling, coaching and mediation should be considered for children who have experienced bullying to this extent
- Diversity training is urgently required at the school in question, at all levels – starting from the top down
- If necessary, following a thorough investigation, legal action may be considered appropriate against those who have acted irresponsibly or negligently

See template letters below.



If you would prefer to download the template letters formatted for Word, please see links at the end of this guide

Remember, this Guide comes with a FREE Consultation.

If you have any questions or concerns after reading this guide please call for a free 10 minute consultation.

Quote reference number PG2526

Call 0845 22 55 787

LETTER 1 : STEP 1 Addressed to the School

Confidential

Name of School
Name of Head
Address

Your Address
Date:

Dear Name/School

Ref: Name of your child.

I place my child in your care on a daily basis and under your present Duty of Care I believe you have an obligation to ensure that my child is safe at all times.

On (date) I raised concerns with you regarding allegations of bullying involving my child (Name) at your school. We met and spoke again on (date). Despite this, I remain extremely worried about the present situation and feel that talks with you have, so far, failed to resolve matters. Naturally I am worried about my child's welfare while (Name) is in your care.

On (date) I telephoned you and told you that /or

On (date) we met and I told you that I asked you to investigate matters. Unfortunately, I believe my child is still at risk.

I now attach evidence of the bullying, drawn up by my son/daughter, in order that you will be left in no doubt that my child is in distress right now. I am aware that the school has an Anti-Bullying policy. Please provide me with a copy.

I am aware that the school has an Anti-Bullying policy. Please provide me with a copy. Who is your diversity trained coordinator or member of staff who I should be liaising with in this matter. Please provide their name and contact details.

The purpose of this letter is to ask you, formally and for the record, to investigate the alleged bullying incident(s) and write to me to inform me of the proposed remedies you intend to put in place to rectify matters. I would like someone who is skilled in conflict resolution to look into this case please.

Please investigate matters and inform me, in writing, of the findings of your investigation. I look forward to hearing from you, in writing, by (dated 2 weeks from date of letter).

Yours sincerely,
Parent.

LETTER 1 : STEP 2 Addressed to the Headteacher

Confidential

Name of School
Name of Head
Address

Your Address
Date:

Dear Headteacher

Ref: Name of your child.

On (date), I wrote to you regarding concerns raised with you on (date) regarding allegations of bullying involving my child at your school. See copy letter attached.

I place my child in your care on a daily basis and under your present Duty of Care I believe you have an obligation to ensure that my child is safe at all times.

Once more, I attach evidence of the bullying, drawn up by my son/daughter, in order that you will be left in no doubt that my child is in distress right now.

I remain extremely worried about my child's welfare while (Name) is in your care and I am disappointed to note that you have, so far, failed to identify a solution to the problem.

I am therefore copying this letter, and my original letter to you together with your reply, to the Governors of the school for their consideration and urgent action.

As I have said, I am aware that the school has an Anti-Bullying policy but I am not clear what processes exist to support the policy statement.

I must ask that someone who is skilled in conflict resolution look into this case as a matter of priority please. I would like to know what action you propose to take in this case.

Please investigate matters and inform me, in writing, of the findings of your investigation. I look forward to hearing from you, in writing, by (dated 2 weeks from date of letter).

Yours sincerely,
Parent.

Copy: Governors / Trustees.

LETTER 1 : STEP 3 Addressed to the Governors/Trustees

Confidential

Name of School

Name of Head

Address

Your Address

Date:

Dear Chair of Trustees

Ref: Name of your child.

On (date) I wrote to your school regarding concerns raised on (date) regarding allegations of bullying involving my child. See copy letter attached.

I attached evidence of the bullying, drawn up by my son/daughter, in order that the school would be left in no doubt that my child is in distress right now. Please see copies attached.

I place my child in your care on a daily basis and under your present Duty of Care I believe you have an obligation to ensure that my child is safe at all times. I am worried that Duty of Care is not being applied in this case.

I remain extremely worried about my child's welfare while s/he is in your care and must now ask you to intervene in the situation and arrange for the matter to be properly and independently investigated.

As I have said previously, I am aware that the school has an anti-bullying policy but I am not clear what processes exist to support the policy statement. As a parent with a distressed child, I have felt unsupported and confused by the process and by the lack of response so far.

I must ask that someone who is skilled in conflict resolution look into this case as a matter of priority please. Please investigate matters and inform me, in writing, of the findings of your investigation.

I am copying this letter to the local authority and to my MP. I look forward to hearing from you, in writing, by (date) (dated 2 weeks from date of letter).

Yours sincerely,
Parent.

Copy: Local Education Authority.
Your Local MP

About Us



NATIONAL
BULLYING
HELPLINE

Christine Pratt (FInstLM & FCMI) is the founder of The National Bullying Helpline, a nationally recognised, not-for-profit, bullying-advice centre based in Wiltshire.

Christine and David Pratt are co-founders of the successful personnel Consultancy: HR & Diversity Management Limited.

Christine has worked in personnel management for over 15 years and is CIPD-qualified (diploma) to Fellow status. At the time of writing this Guide, Christine is a Fellow of the Institute of Leadership and Management (ILM) and The Chartered Management Institute (CMI).

The helpline was established in 2003. Today, the helpline is a nationally recognised, household name. Today, the helpline provides practical guidance and assistance to all those (adults and children) dealing with bullying.

At The National Bullying Helpline we are working on providing comprehensive support to those who are also cyber bullied – adults and children alike. See www.ecrime-action.co.uk
The National Bullying Helpline is the only UK organisation that tackles bullying in all corners of our society.

“When a parent approaches a school regarding bullying, we hear, the school allegedly becomes defensive or even dismissive. We have written this guide for parents based around the ACAS Code of Practice in the workplace in order to encourage parents to adopt strategies and carefully document their case.

It’s about applying a structured and professional approach to this widespread, underestimated, national, problem”.

Christine Pratt

Christine Pratt

Testimonials From A Few Parents

“ I am fed up with reading about teenagers who have committed suicide as a result of online bullying. Thank goodness I found you in time to help my daughter. Thanks to you. You are doing wonderful work. As they say ‘It only takes a few good people to change the world’.

All the best. F.L.

“ Thank you very much for this (The Guide for Parents) it is extremely helpful. I was shocked on how accurately you describe the situation with examples of the school’s denial through to the feeling of helplessness of parents.

Thank you. S.M

“ I have never felt so alone in my fight to ensure the safety of my child, one which was extremely difficult as everyone seemed to want to sweep the event under the carpet. I am so grateful to you and I would like to raise money to help you continue your work but to also raise awareness that your helpline.

A Parent

Donations

As a voluntary run organisation, we operate with limited resources and funds. All donations are gratefully received and 100% of every donation goes in to the running of our free helpline and website. By donating as little as a £1, you are ensuring a dedicated helpline is there when someone is reaching out for help.

Template letters

If you would prefer to download the template letters formatted for Word, please click the links below



STEP 1 Addressed to the School

Click the icon to download template letter one, addresses to the School



STEP 2 Addressed to the Headteacher

Click the icon to download template letter one, addresses to the Headteacher



STEP 2 Addressed to the Governors or Trustees

Click the icon to download template letter one, addresses to the Governors or the Trustees



If you have any concerns call
National Bullying Helpline
0845 22 55 787

We have the experience and the expertise skilled in
conflict resolution, in the community, the home, the
workplace or the playground.

www.nationalbullyinghelpline.co.uk

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