

This information is for all members of staff who receive a telephone call or request for information from a parent or carer about how to respond to a bullying incident.



Parents or carers can:

1. In the first instance, ask to see a copy of the school's anti-bullying policy or behaviour policy. You can view this in school or offer to cover the cost to photocopy.
2. Ask how the school implements the anti-bullying policy and/or behaviour policy.

The policy should clearly outline how bullying incidents are tackled.
3. Ask how they can ensure your child's safety in school and what support is in place.
4. Ask your child or help your child to keep a record of all bullying incidents with names of children/young people/adults present, times, dates, location.
5. Did your child tell anyone? Who was it and what was your child told would be done about it?
6. Ask to meet the class teacher (primary), form tutor/pastoral officer/head of year (secondary). Request that any adults that the child has told about the bullying, are present at the meeting. Agree all actions with timescales, with reference to feedback given.
7. Keep a record of all communication including telephone conversations and meetings with dates and times. You could take someone with you to make notes. You could also ask the school to provide minutes.
8. If you don't think the situation has been resolved, ask for a meeting with the headteacher. Take all records of communication with you. Agree actions with timescales.
9. When any or all of the above has failed to improve the situation, write to the headteacher stating you are making an official complaint. At this point, you can contact customer relations at Education Leeds for advice.
10. For further help and support for parents:
 - for an attendance issue, please contact the child's attendance improvement officer on **0113 256 0622** or **0113 274 6711**
 - if a child is being bullied because of special educational needs, refer to Parent Partnership service on **0113 395 1222**
 - for in-year transfers contact the Choice Adviser on **0113 395 0596**

Education Leeds staff should refer cases:

- if a child bullying is demonstrating special educational needs and/or social, emotional or behavioural needs refer to Integrated Support and Psychology service on **0113 395 1100**
- sexualised bullying contact the child protection team on **0113 395 1209**
- **Education Leeds staff MUST contact HR if there is an allegation being made against a professional.**

All written communication to be forwarded to: **Josie Warwick, customer relations manager, josie.warwick@educationleeds.co.uk**, phone **0113 247 5690**, including a copy of the reply if one has been sent.

This information has been collated by Education Leeds staff from: the attendance strategy team, customer relations, anti-bullying, admissions, parent partnership service and the child protection team.