

Responding to concerns about bullying: Guidance for Parents and Carers

This guidance was created in partnership with Glasgow City Parents Group, Glasgow Psychological Services, Education Services and *respectme* (August 2023).

Step 1 When you are concerned or your child reports being bullied:



- Listen to your child's concerns, try to keep calm as it can be upsetting.
- Take some notes if possible as it may save you having to ask your child again.
- Contact the school and ask to speak to a member of the leadership team, either the Head Teacher or Depute Head Teacher. Explain that your child has informed you that they feel bullied and ask for a face-to-face meeting in the school.

Step 2 At the first meeting:

- We would ask that you to try and remain calm. You may feel angry and upset which is a normal response as we know this is an emotional topic. You will retain more information if you are calm and be able to ask the questions you need answered. This may help resolve the situation.
- Explain what you have been told by your child, use the notes you took if necessary.
- Listen to what the Head Teacher/Depute Head Teacher says in response. The school has guidance to follow, and they will explain what they will be doing. You can request a copy of the guidance paper if you would like one.
- You should be reassured that the following will happen after the meeting:
 - 1) The matter will be taken seriously and the incident investigated by the school.
 - 2) Your concern will be recorded formally on the **Bullying and Equalities Module** on the Education Management System (SEEMIS).
 - 3) Any immediate actions will be put in place to stop further concerns/risk to your child.
 - 4) Agree a date for a follow up meeting where the school will provide an update on the investigation process. Suggested follow up 2-4 weeks from the first meeting.



Step 3 After the Meeting:



- Reassure your child that the matter is being investigated and that they did the right thing in telling you.
- Provide the school with any further information if it becomes available.
- Once the investigation has been completed by the school, you will be informed of the outcome and any action that will be taken (please be aware there are restrictions on what personal information can be shared about other individuals).
- Depending on the outcome of the investigation you may be offered a follow up meeting at a later date to ensure that your child is happy and that no further incidents have taken place.

Glasgow City Council's Anti-Bullying Policy (Revised 2019)

<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=47451&p=0>

Further support is available from *respectme* <https://respectme.org.uk/page-3/>