



Sveti Duh 122, Zagreb, Croatia

CHILD PROTECTION POLICY

“Bright Horizons” IBSZ staff members and those working with the school share a common responsibility and commitment to the awareness, prevention and reporting of and responding to child abuse in the course of their work.

“Bright Horizons” IBSZ will endeavour to safeguard children as follows:

- by adopting child protection guidelines and accepted procedures
- by adopting a staff code of behaviour
- by providing children with expected codes of behaviour and ensuring they understand what those are, especially bullying.
- by sharing information and acting promptly and professionally to any concerns

This policy applies to all children regardless of gender, ethnicity, nationality, disability or religion.

The most important key to child safety is prevention. It is widely recognised that organisational awareness and good practice can promote positive staff action or behaviour, reduce opportunities for offending and will enable early detection and response.

Before employing any staff, background screening checks must be conducted to ensure their suitability. This includes independent references and police checks (where available).

Where staff work directly with children, additional care must be taken to ensure that they are suitable. This should include checking identification, qualifications and obtaining references from previous employers.

Media

We shall reproduce images of children only where we have the written permission of their parents / guardians.

Code of behaviour

- All children have rights. No one can take away a child's right to be safe.
- All children have the right to be supported against bullies.
- All children must feel they can tell an adult of any incident that frightens or confuses them or makes them unhappy.
- All children must know that if they go to an adult for help, they will be listened to seriously and supported.
- All children have the right to be treated with respect and to be safeguarded from harm.

Bullying - the deliberate and repeated act of causing another person to be unhappy - is not tolerated in any form at Bright Horizons IBSZ.

Identifying bullying

Bullying can take many different forms; it may be physical, emotional, name-calling, showing a lack of respect for another's property, excluding somebody from a social group; there are many possibilities.

One person 'having a joke' is another person suffering bullying. Sometimes it is obvious, sometimes it is done subtly and in such a way that children will be worried about telling staff what is happening. For this reason it is vital that staff are vigilant in noticing changes in behaviour of children, particularly if they become withdrawn.

How to react if you suspect bullying.

- Investigate all reports, however seemingly trivial.
- Ensure that all reports of suspected bullying are recorded in the Incidents Book. Ensure also that the follow up and resolution / consequence is recorded.
- Once it has been established that bullying has taken / is taking place, refer the incident to the Head teacher. Explain to the person acting unkindly that their actions are unacceptable and tell them the effect it has had on another / others.

- Ask them to consider an appropriate way of putting things right and, if necessary support them in carrying out an apology.
- Ensure that any apology / reconciliation - bring both parties (bully and bullied) together for a 'no blame' meeting. The aim is to clarify the situation through discussion and allow both sides to work out a solution that is satisfactory to them both. This will be recorded and signed by a staff member.
- Send details to Head Office who will inform parents of both parties what has happened and how it has been resolved.
- If, after this meeting, the bullying continues then it must be seen as deliberate or that the perpetrator (for example if suffering from fits of anger) is unable to control himself or herself.
- The Head teacher will take immediate action to protect the bullied person and will begin procedures to restrict the activities of the bully. Head Office will keep parents of both parties fully informed.
- Any further incidents of bullying by the same person will result in them being sent home as quickly as possible.

Child abuse

Child Abuse is most often used to describe ways in which children are harmed with damage to their physical or mental health.

How to react if you suspect child abuse

- If you notice any physical or behavioural signs, tell the Head teacher.
- If you suspect an adult is a threat to a child in some way tell the Head teacher Directors and continue to monitor the situation.
- If a child tells you they are being abused react calmly, as described in the table below.

Procedures

Initial Complaint

A member of staff suspecting or hearing a complaint of abuse:

- Must listen carefully to the young person and keep an open mind.
Staff should not take a decision as to whether or not the abuse has taken place.
- Must not ask leading questions, that is, a question which suggests its own answer.

- Must reassure the young person but not give a guarantee of absolute confidentiality. The member of staff should explain that they need to pass the information to the Designated Person who will ensure that the correct action is taken.
- Must keep a sufficient written record of the conversation. The record should include the date, time and place of the conversation and the essence of what was said and done by whom and in whose presence.
- The record should be signed by the person making it and should use names, not initials. The record must be kept securely and handed to the Designated Person

Preserving Evidence

All evidence, (for example, scribbled notes, mobile phones containing text messages, clothing, and computer) must be safeguarded and preserved.

Parents will normally be kept informed of any action to be taken under these procedures.