



DEALING WITH ABUSIVE BEHAVIOUR

1. All abusive behaviour is unacceptable. No one at Bloomsbury International should ever be made to feel unhappy, undervalued or humiliated.
2. Abusive behaviour can include, but is not limited to, verbal, physical or mental abuse, harassment, bullying, actual or threatened violence and damage to personal property.
3. Deliberate unkindness or any action that causes hurt or upset will not be tolerated from any student, staff member or visitor.
4. It is a form of abusive behaviour to write notes, make phone calls or send electronic messages that are offensive, hurtful, annoying or worrying.
5. Abusive behaviour can also include Cyberbullying; use of information technology to repeatedly harm or harass other people in a deliberate manner, e.g. sending, forwarding or posting harmful material using a cell phone or the internet. Cyberbullying can also take place in the workplace or on company web sites, blogs or product reviews.
6. Students, staff members and visitors have a right to privacy of property and personal information in school. It is dishonest and can be a form of abuse to go into another person's pocket or bag, read a private document or electronic message.
7. Bloomsbury International always aims to be a happy and friendly community in which everyone respects, supports and cares about one another.
8. Bloomsbury International will take the firmest action against any abusive or negative behaviour.
9. Bloomsbury International works hard to create an open atmosphere in which students are able to speak out without fear and to seek justice for themselves and for others. Any student, staff member or visitor who feels unhappy or threatened should not regard it as a private or personal problem but should seek the help of the Welfare Officer/s, a friend, teacher or staff member.
10. It is the duty of everyone who sees an instance of abusive behaviour – actual or potential – to act to stop it peacefully, and later report it to the Welfare Officer/s. This duty applies to all students and staff members.
11. Students, staff, parents, guardians and/or agents who are worried about abusive behaviour issues are always encouraged to contact a Bloomsbury staff member or the Welfare Officer/s about their concerns.

Procedure



The following steps may be taken when dealing with incidents:

- If abusive behaviour is suspected, witnessed it must be reported to the Welfare Officer/s.
- Once reported, the incident will be dealt with immediately by the Welfare Officer/s.
- A clear account of the incident will be recorded and given to the Welfare Officer/s.
- The Welfare Officer/s will interview all concerned and will further record the incident.
- Parents, guardians and/or agents will be kept informed, where necessary.
- Punitive measures will be used as appropriate and in consultation with all parties concerned.

Students, staff members or visitors who have been a victim of abusive behaviour will receive full support from Bloomsbury International by:

- offering an immediate opportunity to discuss the experience with the Welfare Officer/s
- offering continuous support and reassurance
- working on restoring self-esteem and confidence
- taking measures to ensure no further abusive behaviour occurs

The accused student, staff member or visitor will also receive full support from Bloomsbury International by:

- being given the opportunity to discuss the events
- discovering why s/he became involved
- establishing the wrong doing and the need to change behaviour
- advising and supporting him/her to seek professional help
- if s/he is a student, inform parents, guardians and/or agents to help change the attitude, where necessary
- if s/he is a staff member, inform their line manager to help change the attitude, where necessary

In the occurrence of any abusive behaviour, the following disciplinary steps will be taken:

- 1 The giving of an official verbal and written warning (outlining point 2 of disciplinary steps), in the hope to cease offending.
- 2 In the event of a second occurrence (even if the victim or offence differs from the first), permanent exclusion from the course and any other services (e.g. accommodation). No refund or alternative arrangements will be made.

In the event of a staff member feeling / being victimised, they are advised to speak with their line manager/s or Managing Director.



If the abuser is a staff member, the action to be taken will follow the 'disciplinary procedures' within the staff handbook.

Monitoring, evaluation and review

Bloomsbury International will annually review and assess this policy, its implementation and effectiveness, after considering any occurrences and any feedback received from staff, students and/or visitors. The policy will be promoted through posters and implemented throughout the school.