

**Protocols for cases of
accusations of
aggression and/or
violation of pupils'
rights**



CRAIGHOUSE
SCHOOL

In coherence with our Educational Project, one of our aims at Craighouse School is to provide all members of our community with a safe environment where their integrity is protected. Our School Life Guide, together with our Formative and Academic Curricula, promote a culture of respect and kindness among all members of the school community. More specifically, part of the Craighouse School Formative Curriculum is a *convivencia escolar* strand: a preventive programme implemented from Playgroup to Year 12, with topics such as self-knowledge, expressing emotions, developing empathy, positive relationships that promote a good coexistence, self-esteem, digital coexistence and peaceful conflict resolution, among others.

However, we must be alert to any possible situations that, deviating from what is allowed in this community, transgress values, jeopardise safety, and physically or psychologically harm our pupils.

In this document we describe the procedures that the school will follow through a series of protocols, whose purpose is to protect the integrity and privacy of each pupil, without revealing their situation to the community, nor any possible sanctions, if applicable, as per the School Life Guide. Information regarding sanctions or formative measures will only be given to the families involved, and only with respect to their own child.

- I. **Protocol for action in case of accusations of abuse, bullying, and/or aggression among pupils**
- II. **Protocol for action in case of accusations of violation of the rights of the child**
 - i. Accusation of aggression by a school teacher or member of staff to a pupil
 - ii. Accusation of domestic violence towards a pupil
 - iii. Accusation of aggression to a pupil by the parent of another pupil of the school.

I. **Protocol for action in case of accusation of abuse, bullying, and/or aggression among pupils**

In order to clarify the concepts discussed in this protocol, we will include definitions provided by the Ministry of Education.

Bullying is any type of physical or psychological violence, not necessarily repeatedly, committed through any means, including technological, by any member of the school community, against a pupil, pre-schooler or another member of the community. Bullying may be physical, emotional or psychological¹.

The Ministry of Education's official documents define **school bullying** as any act or omission that constitutes a repeated aggression or harassment, committed inside or outside the school by pupils who, individually or in groups, bother another student, taking advantage of their position of superiority or the other pupil's defencelessness,

¹ Guiding model for the creation of a bullying protocol.

https://www.supereduc.cl/wp-content/uploads/2020/09/MODELO_ORIENTADOR.pdf

causing abuse, humiliation or a well-founded fear of being exposed to serious harm, perpetrated through technological or any other means, depending on their age and condition².

Accusations of school aggression or bullying may come from a pupil, a parent, or any member of the school community. They include physical and psychological aggression, as well as aggression through social media and technological media.

The protocol is as follows:

1. All accusations of aggression must be informed to the Head or Deputy Head of Section within one school day.
2. The Head or Deputy Head of Section informs the Head of School and the Head of the Formative Area or person in charge of *Convivencia Escolar*, as well as the pupil's tutor, within one school day.
3. The Head or Deputy Head of Section will summon the parents of the pupils involved to an in-person or online meeting within two school days after having been informed of the accusation and inform them of its existence, its content, the fact that an internal investigation process will begin to address the accusation, and that they will be informed of the result of the investigation within fifteen school days. If the events constitute a conflict, they will be offered the opportunity to take part in a mediation process. A written record will be kept of these meetings, signed by all participants.
4. To begin the internal investigation process a psychologist of the Formative Area and another member of staff of the relevant section will interview the pupils involved to investigate the accusation and offer the opportunity to comment what they deem appropriate. The privacy and integrity of the pupils and potential witnesses will be protected. Additionally, any pupil, teacher or staff member who may have witnessed the event will be interviewed separately. A written record will be kept of these meetings.
5. During the investigation process, the pupils involved and their parents may contribute any background information that they consider pertinent to the case.
6. After the interviews have been conducted and while the internal investigation takes place, the Head of Section and the Psychologist of the Section's Formative Area will define any protection measures, interventions and pedagogical and/or psychological support for the pupils involved.

The protection measures will include some or all of the following measures:

- The pupil(s) involved may be excused from coming to school to protect the safety and wellbeing of all members of the community. The adoption of these measures must be recorded in a written document.
- Meetings with the pupil who has made the accusation, led by the section's Psychologist, offering support from the school regarding their needs, following the events described in the accusation.
- In-person or online meetings with the parents of the pupil who has made the accusation, led by the section's Psychologist, to establish ways of supporting the pupil after the incident.

² Guiding model for the creation of a bullying protocol.

https://www.supereduc.cl/wp-content/uploads/2020/09/MODELO_ORIENTADOR.pdf

- Contact with the external psychologist of specialist, if applicable.
 - Follow-up on the pupil's progress by the Form Teacher after the events described in the accusation.
 - Follow-up on the pupil's progress by the Head of Section, the Form Teacher and the section's Psychologist.
7. Once all the information has been collected, the Head of Section and the Head of the Formative Area will present a written report with a description of the events, the procedures adopted and the conclusions to the Head of School or his or her replacement. The report will also include suggestions for the adoption of formative and support measures that can contribute to reflection and reparation, as well as the implementation of disciplinary measures, if applicable. Formative, pedagogical and/or support measures will be applied both to the pupil making the accusation and to the pupil being accused.

The formative, pedagogical and/or support measures will include some or all of the following measures:

- Meetings with the pupil by the section's Psychologist, taking into account his/her needs.
 - In-person or online meetings of the section's Psychologist with the pupil's parents to assess his/her progress.
 - Monitoring of the pupil's educational process by the Form Teacher, both in the socio-emotional and academic areas.
 - Contact by the Form Teacher with the pupil's parents, either through online or in-person meetings.
 - Follow-up of the case by the Head or Deputy Head of Section in meetings with the section's Psychologist.
 - Contact by the section's Psychologist with the external psychologist or specialist, if applicable.
 - Implementation of academic support measures, if necessary.
8. With the report described above, the Head of School will decide on the measures to be applied. Notwithstanding the aforementioned investigation, if the events were deemed to possibly constitute a crime or an infringement of rights, the Head of School or his or her replacement, in representation of the school, will make the corresponding accusation to the public ministry.
9. Once the investigation has been completed, the Head of Section and the Head of the Formative Area will inform the parents of the pupils involved of all results and conclusions in an in-person or online meeting. A written record will be kept of these meetings, signed by all participants.
10. A request to reconsider disciplinary measures may be submitted for measures applied for serious and very serious misconducts. Such a request must be addressed to the Head of School or his or her replacement by the pupil or her/his parents (only one request may be submitted for each affected pupil), within five school days from the date of the application of the measure. Once the request has been received, the Head of School will have ten school days to reply.
11. During the year after the aggression, the Head or Deputy Head of Section will follow up on the process and the pupil's evolution with the pupil's parents.

12. During the year after the aggression, the Tutor will do a follow up on the pupil's evolution, and will inform the Psychologist of the section's Formative Area for any appropriate purposes.
13. Written reports, records of all actions and information delivered to pupils and their parents will be filed in the section and recorded, as appropriate, on Alexia.

II. Protocol for action in case of accusation of violation of pupils' rights

i. **Accusation of aggression by a school teacher or member of staff to a pupil**

This involves physical or psychological aggression from a teacher or staff member to one or more pupils, or a behaviour or attitude that represents a serious breach of the Internal Rules of Procedure regarding Order, Health and Safety.

Accusations may come from pupils, parents, or any member of the school community, and the protocol is as follows:

1. All accusations of this type must be dealt with immediately and informed to the Head or Deputy Head of Section within one school day.
2. The Head or Deputy Head of Section informs the Head of School, the Head of the Formative Area or person in charge of *Convivencia Escolar*, the director of People, and the pupil's Tutor, within one school day. A written record will be kept of these communications. The Head of School will then issue an investigation process.
3. Notwithstanding the aforementioned investigation, if the events were deemed to possibly constitute a crime or an infringement of rights, the Head of School or his or her replacement, in representation of the school, will make the corresponding accusation to the public ministry.
4. The Head or Deputy Head of Section will inform the parents of the pupil(s) involved in an in-person or online meeting within two school days after having been informed of the accusation and inform them of its existence, its content, the fact that an internal investigation process will begin to address the accusation, and that they will be informed of the result of the investigation within fifteen school days.
A written record will be kept of these meetings, signed by all participants.
5. The Head or Deputy Head of Section will inform the teacher or staff member that there is an accusation against her/him, and that an internal investigation process will begin. The process will be completed within fifteen school days.
6. The Head of the Formative Area will be in charge of the internal investigation. She/he will interview pupils together with a psychologist of the Formative Area to investigate the accusation and offer the opportunity to comment what they deem appropriate. Additionally, any pupil who may have witnessed the event will be interviewed separately. The privacy and integrity of the pupils and potential witnesses will be protected. The Head of the Formative Area and the Director of People will also interview the accused teacher or staff member and any teachers or staff members who may have witnessed the event. A written record will be kept of these meetings.
7. During the investigation process, the pupils involved and their parents may contribute any background information that they consider pertinent to the case.

8. During the investigation process, protection measures may be implemented.

The protection measures will include some or all of the following measures:

- If there is concern about the wellbeing, safety and integrity of the pupil(s) involved, the Head of Section and the Head of School or his or her replacement, the Head of the Formative Area or person in charge of Convivencia Escolar and the Director of People will determine whether the teacher or staff member will be released from her/his everyday duties while the internal investigation takes place.
 - Meetings with the pupil who has made the accusation, led by the section's Psychologist, offering support from the school regarding their needs, following the events described in the accusation.
 - In-person or online meetings with the parents of the pupil who has made the accusation, led by the section's Psychologist, to establish ways of supporting the pupil after the incident.
 - Contact with the external psychologist of specialist, if applicable.
 - Follow-up on the pupil's progress by the Form Teacher after the events described in the accusation.
 - Follow-up on the pupil's progress by the Head of Section, the Form Teacher and the section's Psychologist.
9. Once all the information has been collected, the Head of Section, the Head of the Formative Area and the Director of People will present a written report with a description of the events, the procedures adopted, and the conclusions to the Head of School or his or her replacement. The report will also include suggestions for the adoption of formative and support measures for the affected pupils, as well as any other pertinent measures.

The formative, pedagogical and/or support measures will include some or all of the following measures:

- Meetings with the pupil by the section's Psychologist, taking into account his/her needs.
 - In-person or online meetings of the section's Psychologist with the pupil's parents to assess his/her progress.
 - Monitoring of the pupil's educational process by the Form Teacher, both in the socio-emotional and academic areas.
 - Contact by the Form Teacher with the pupil's parents, either through online or in-person meetings.
 - Follow-up of the case by the Head or Deputy Head of Section in meetings with the section's Psychologist.
 - Contact by the section's Psychologist with the external psychologist or specialist, if applicable.
 - Implementation of academic support measures, if necessary.
10. With the report described above, the Head of School will decide on the measures to be applied.
 11. Once the investigation has been completed, the Head of School, the Head of Section and the Head of the Formative Area will inform the parents of the pupils involved of all results of the internal investigation in an in-person or online

meeting. A written record will be kept of these meetings, signed by all participants.

12. The Head of Section and the Director of People will interview the accused teacher or staff member to inform her/him of the results of the internal investigation and of the sanctions and measures to be applied, if any, as per the Internal Rules of Procedure regarding Order, Health and Safety.
13. During the year after the aggression, the Head or Deputy Head of Section will follow up on the pupil's evolution with her/his parents.
14. During the year after the aggression, the Tutor will do a follow up with the pupil involved on her/his evolution, and will inform the Psychologist of the section's Formative Area for any appropriate purposes.
15. Written reports, records of all actions and information delivered to pupils and their parents will be filed in the section and recorded, as appropriate on Alexia.

ii. **Accusation of domestic violence toward a pupil**

Accusations may come from pupils, parents, or any member of the school community.

The protocol is as follows:

1. All accusations must be dealt with immediately and informed to the Head or Deputy Head of Section within one school day.
2. The Head or Deputy Head of Section informs the Head of School, the Head of the Formative Area or person in charge of *Convivencia Escolar*, and the pupil's Tutor, within one school day. The Head of School will then issue an investigation process.
3. Notwithstanding the aforementioned investigation, if the events were deemed to possibly constitute a crime or an infringement of rights, the Head of School or his or her replacement, in representation of the school, will make the corresponding accusation to the public ministry.
4. As part of the investigation, a psychologist of the Formative Area and another member of staff of the relevant section will interview the pupil individually and her/his siblings, if necessary, to gather further information. The privacy and integrity of the pupils and potential witnesses will be protected.
5. The Head of School and the Head of the Formative Area or person in charge of *Convivencia Escolar* will inform the pupil's parents that there is an accusation against them, and that the public ministry or the family courts will be, or have been, notified, as appropriate.
6. The Head of Section and the Head of the Formative Area will inform the Head of School and define any protection measures for the affected pupil, which may take in the form of interventions, educational and/or psychological support, among others.

The protection measures will include some or all of the following measures:

- Meetings with the pupil who has made the accusation, led by the section's Psychologist, offering support from the school regarding their needs, following the events described in the accusation.

- In-person or online meetings with the parent who has not been accused, led by the section's Psychologist, to establish ways of supporting the pupil after the incident.
- Contact with the external psychologist of specialist, if applicable.
- Follow-up on the pupil's progress by the Form Teacher after the events described in the accusation.
- Follow-up on the pupil's progress by the Head of Section, the Form Teacher and the section's Psychologist.

The formative, pedagogical and/or support measures will include some or all of the following measures:

- Meetings with the pupil by the section's Psychologist, taking into account his/her needs.
 - In-person or online meetings of the section's Psychologist with the pupil's parent who has not been accused to assess his/her progress.
 - Monitoring of the pupil's educational process by the Form Teacher, both in the socio-emotional and academic areas.
 - Contact by the Form Teacher with the pupil's parent, either through online or in-person meetings.
 - Follow-up of the case by the Head or Deputy Head of Section in meetings with the section's Psychologist.
 - Contact by the section's Psychologist with the external psychologist or specialist, if applicable.
 - Implementation of academic support measures, if necessary.
7. During the year after the accusation, the Tutor will do a follow up with the pupil involved on her/his evolution, and will inform the Psychologist of the section's Formative Area for any appropriate purposes.
 8. During the year after the accusation, the Head or Deputy Head of Section will follow up on the pupil's evolution and situation with her/his parents.
 9. During the year after the accusation, the Psychologist of the section's Formative Area will do a follow up on the situation with the pupil's Tutors. The adoption of these measures will have to be recorded in chronological order.
 10. Written reports of interviews to the pupil and his/her parents will be filed in the Section and recorded on Alexia.

iii. Accusation of aggression to a pupil by the parent of another pupil of the school

Accusations may come from pupils, parents, or any member of the school community, and the protocol is as follows:

1. All accusations must be dealt with immediately and informed to the Head or Deputy Head of Section within one school day.
2. The Head or Deputy Head of Section informs the Head of School and the Head of the Formative Area - person in charge of *Convivencia Escolar* or his replacement, as well as the pupil's tutor, within one school day.

3. The Head or Deputy Head of Section will inform the parents of the pupils involved in an in-person or online meeting within two school days after having been informed of the accusation and inform them of its existence, its content, the fact that an internal investigation process will begin to address the accusation, and that they will be informed of the result of the investigation within fifteen school days. A written record will be kept of these meetings, signed by all participants.
4. The Head of Section will interview the accused parent in an in-person or online meeting and inform her/him that there is an accusation against her/him, that an internal investigation process will begin. The process will be completed within 15 school days.
5. During the investigation process, protection measures will be implemented.

The protection measures will include some or all of the following measures:

- The Head of Section, the Head of School and the Head of the Formative Area or person in charge of *Convivencia Escolar* will determine whether the accused parent will be forbidden from entering the school for up to fifteen school days, while the investigation takes place. This measure aims to protect the pupil's safety and integrity.
 - Meetings with the pupil who has made the accusation, led by the section's Psychologist, offering support from the school regarding their needs, following the events described in the accusation.
 - In-person or online meetings with the parent who has not been accused, led by the section's Psychologist, to establish ways of supporting the pupil after the incident.
 - Contact with the external psychologist of specialist, if applicable.
 - Follow-up on the pupil's progress by the Form Teacher after the events described in the accusation.
 - Follow-up on the pupil's progress by the Head of Section, the Form Teacher and the section's Psychologist.
6. To begin the investigation process a psychologist of the Formative Area and another member of staff of the relevant section will interview the pupil involved to inquire about the accusation. Any pupil witnesses will be interviewed separately. The privacy and integrity of the pupils and potential witnesses will be protected.
 7. A psychologist of the Formative Area and another member of staff of the relevant section will interview the accused parent and any other parent witnesses, if appropriate.
 8. Once all the information of the internal investigation have been collected, in no more than fifteen school days, the Head of School, the Head of Section, and the Head of the Formative Area or person in charge of *Convivencia Escolar* will hold a meeting and reach a conclusion regarding the accusation. If no abuse, intimidation or aggression have been proven, the process will come to an end.
 9. The Head of School, the Head of Section and the Head of the Formative Area will inform the pupil's parents in an in-person or online meeting to inform them of the results of the internal investigation and any possible sanctions, if applicable. They will also interview the accused parent and inform her/him of the conclusions of the internal investigation and any protection measures for the pupil, if appropriate.

10. Notwithstanding the aforementioned investigation, if the events were deemed to possibly constitute a crime or infringement of rights, the Head of School or his or her replacement, in representation of the school, will make the corresponding accusation to the public ministry.
11. The Educational Council of the section will define any protection measures for the pupil(s) involved. Interventions, educational support, and/or psychological support, will be defined as needed. The adoption of these measures must be recorded in a written document.

The formative, pedagogical and/or support measures will include some or all of the following measures:

- Meetings with the pupil by the section's Psychologist, taking into account his/her needs.
 - In-person or online meetings of the section's Psychologist with the pupil's parent who has not been accused to assess his/her progress.
 - Monitoring of the pupil's educational process by the Form Teacher, both in the socio-emotional and academic areas.
 - Contact by the Form Teacher with the pupil's parents, either through online or in-person meetings.
 - Follow-up of the case by the Head or Deputy Head of Section in meetings with the section's Psychologist.
 - Contact by the section's Psychologist with the external psychologist or specialist, if applicable.
 - Implementation of academic support measures, if necessary.
12. During the year after the accusation, the Head of Section or Deputy Head of Section will follow up on the pupil's accompaniment process and evolution with her/his parents.
 13. During the year after the accusation, the Tutor(s) will do a follow up with the pupil(s) involved on her/his/their evolution, and will inform the Psychologist of the section's Formative Area for any appropriate purposes. The privacy and integrity of the pupils and potential witnesses will be protected.
 14. Written reports of interviews to pupils and parents will be filed in the section and recorded on Alexia.

Policy and self-care and prevention measures

The Prevention Programme, implemented weekly during form period, is included in the Formative Curriculum.

The strands of this curriculum in the first semester are:

- *Convivencia escolar*.
- Digital relations.
- Socioemotional development.

The strands of this curriculum in the second semester are:

- Prevention of alcohol and drug consumption.
- Emotional development and sexuality.

All of the above also includes talks on:

- Emotional development and sexuality with a gynaecologist, covering topics such as contraceptives, STDs, abuse prevention and consent.
- Prevention of alcohol and drug consumption with a psychologist who is an expert on the field.

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Note:

This is only a referential document and the valid, official, and legal version in the country is the one written in Spanish.