



The Central School Dubai
Al Nahda 2 Dubai, United Arab Emirates

1]. Section-A

<i>Title of the Policy</i>	Child protection and Safeguarding policy (CP&SP)	<i>Designation</i>	Inclusion Champion
<i>Name of Policy Writer</i>	S. R. Joshi	<i>Date of Next Revision</i>	28.03.2020
<i>Date of Policy Revision</i>	29.03.2019	<i>Department/Section</i>	Department of Empowerment to Inclusion and Well-being
<i>Policy Code</i>	TCS/PC/1920/05		

2]. Section-B

<i>Background</i>	<p>The UAE Government gives child related issues a priority out of its clear commitment to offering the optimal environment for the child growth and protection of their rights. The UAE became a signatory to the International Convention on Children’s Rights in 1997. The UAE Government implemented the child abuse Federal law in the mid of the Year 2012. In November 2012, the UAE Cabinet approved “Wadeema's Law” to protect children in the UAE.</p> <p>In April 2012, Dubai had “embraced a new policy to protect children against all forms of violence, abuse, exploitation and neglect and offer care and support to all children who need it.”</p>
<i>Purpose</i>	<p>Human development realizes its potential only in safe, secure and protected environment.</p> <p>To train children how to be resilient in the face of adversities</p> <p>To nurture the children in environment of psychological safety.</p>
<i>Rationale</i>	<ol style="list-style-type: none"> 1. For optimum level of human development 2. To provide sense of security in the children 3. To enhance learning in safe environment. 4. Provide psycho-social and physical freedom within the limits of constitution.
<i>Definitions & Context</i>	<ol style="list-style-type: none"> 1. Abuse: refers to physical abuse, corporal punishment, emotional abuse,sexual abuse and also includes bullying, exploitation, and neglect. 2. Child: An individual who has not crossed 18 years as chronological age. 3. Child Protection: for the purpose of this policy, is defined as all measures,

	<p>steps and actions that must be taken to protect students from risks that may cause harm or injury while they are in the school’s care, travelling to and from the school using school transport, and moving between, waiting for, and taking part in, all activities organized by the school inside the school campus.(Child protection policy for Abu Dhabi schools)</p> <ol style="list-style-type: none"> 4. Child Abuse: Child abuse and child maltreatment is defined as "all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power." (The World Health Organization (WHO) "Child abuse and neglect by parents and other caregivers" (PDF). World Health Organization. p. 3. Retrieved 8 March 2019. 5. Caregiver: Any adult who is in-charge of the child’s well-being and takes decisions on behalf of the child in adult matters and/or in complex social situations in the benefit of the child because the child is yet to experience and develop maturity to act independently. 6. Corporal punishment: A physical punishment inflicted on a child by a teacher or any adult in authority, such as the guardian, as a form of discipline, and is considered as Physical abuse 7. Counseling: Counseling is a purposeful, private conversation arising from the intention of one person (couple or family) to reflect on and resolve a problem in living, and the willingness of another person to assist in that endeavour. 8. Parent: Biological or adopted father and mother, or either of the one, of the child. 9. Vigilant committee: Group of people within the school responsible for identifying and initiating action against the incidents of abuse cases. The committee will take up the cases without racial, sexual, regional and religious discrimination and inform the management about the incidents. 10. Wadeema Law: Law on Child’s rights UAE Federal Law No. 3 of 2016
<p><i>Categories and Identification of Abuse</i></p>	<ol style="list-style-type: none"> 1) Physical abuse-any non-accidental physical injury caused by the caretaker; an act of commission. "Abuse which results in physical injury including fractures, burns, bruises, welts, cuts, and/ or internal injury. Physical abuse often occurs in the name of discipline or punishment, ranges from a slap of the hand to use of objects such as straps, belts, utensils and pipes" <ol style="list-style-type: none"> a) Physical indicators <ol style="list-style-type: none"> 1) bruises and welts 2) burns

- 3) fractures
- 4) lacerations and abrasions

b) Behavioral indicators

- 1) wary of adult contact
- 2) behavioral extremes, e.g., aggressiveness, withdrawal, etc.
- 3) frightened of parents, etc.

2) Neglect-" refers to an act of omission, specifically the failure of a parent or other person legally responsible for a child's welfare to provide for child's basic needs and proper level of care with respect to food, clothing, shelter, hygiene, medical attention, or supervision. Severe neglect sometimes occurs because a parent is apathetic, impulse-ridden, mentally depressed, or psychotic.

a) Physical indicators

- 1) hunger
- 2) lack of supervision
- 3) unattended physical problems
- 4) abandonment

b) Behavioral indicators

- 1) extended stay at school, e.g., early arrival, late departure,
- 2) fatigue, listlessness, falling asleep in class,
- 3) alcohol or drug abuse, etc.

3) Educational neglect-"Failure to provide for a child's cognitive development. This may include failure to conform to state legal requirements regarding school attendance."

4) Moral neglect-"Failure to give a child adequate guidance in developing positive social values, such as parents who allow or teach their children to steal."

5) Psychological/ emotional neglect-"Failure to provide the psychological nurturance necessary for a child's psychological growth and development.

6) Sexual abuse-Any contact or interaction between a child and adult in which the child is being used for the sexual stimulation of the perpetrator or another person. Abuse which results in any act of a sexual nature upon or with a child.

a) Physical indicators

- 1) pain or itching in genital area
- 2) venereal disease
- 3) pregnancy, etc.

b) Behavioral indicators

- 1) Unwilling participate in physical education class
- 2) Bizarre, sophisticated or unusual sexual knowledge or behavior, etc

	<p>7) Emotional abuse/ maltreatment-blaming, belittling or rejecting a child; constantly treating siblings unequally; persistent lack of concern by the caretaker for the child's welfare. "Abuse which results in impaired psychological growth and development. Frequently occurs as verbal abuse or excessive demands on a child's performance and results in a negative self-image on the part of the child and disturbed child behavior. May occur with or without physical abuse.</p> <p>a) Physical indicators</p> <ol style="list-style-type: none"> 1) speech disorders 2) lags in physical development 3) "Failure to Thrive Syndrome"- "A serious medical condition most often seen in children under one year of age, in which child's height, weight, and motor development fall significantly short compared to average growth rates of normal children. In about 10% of the cases, there is an organic cause such as serious heart, kidney, or intestinal disease, a genetic error of metabolism, or brain damage. All other cases are a result of a disturbed parent-child relationship manifested in severe physical and emotional neglect of the child." <p>b) Behavioral indicators</p> <ol style="list-style-type: none"> 1) habit disorders, e.g., sucking, biting, rocking 2) conduct disorders, e.g., antisocial behavior, destructive behavior, etc. 3) overly adaptive behavior, e.g., inappropriately adult, inappropriately child, etc.
<p><i>Procedures after identification</i></p>	<p>I. Case against senior student:</p> <ol style="list-style-type: none"> 1. Prompt report from the teacher to any member of Vigilant committee 2. DEIW-Inclusion Champion (IC) will order inquiry and investigate the case for its validity on the grounds of interview and evidence and speculation 3. IC will table the investigation report to the Vigilant Committee for taking appropriate action. 4. Vigilant Committee will decide on the following: <ol style="list-style-type: none"> a) Direct the student for Individual counseling/family counseling to the DEIW. b) Suspension c) Transfer Certificate (TC) 5. The whole procedure will not exceed more than a week. <p>II. Case against Adults (within the school, neighborhood, parents)</p> <ol style="list-style-type: none"> 1. Prompt report from the teacher to any member of Vigilant committee 2. DEIW-Inclusion Champion (IC) will order inquiry and investigate the case for its validity on the grounds of interview and evidence and speculation 3. IC will table the investigation report to the Vigilant Committee for taking appropriate action. 4. If the adult is found guilty: action according to UAE Federal Law: Federal Law No. 3 of 2016 on Child's rights (Wadema law).

Vigilant Committee Members	Name	Designation	E-mail ID	Contact No.
	Mrs. Mala Mehra	Principal	principal@centralschool.net	0564601480
	Mr. S Rasul Galib	Director	director@centralschool.net	0504744889
	Mr. Jahangir	Admin. Mgr	adminmanager@centralschool.net	0559964696
	Mr. SR Joshi	Inclusion Cham	deiw@centralschool.net	0543100108
	Dr. Seema	Clinic Doctor	seemaahmad@centralschool.net	509383065
	Mrs. Jaseena A	KG - HOS	jaseena@centralschool.net	566716978
	Mrs. Heema	FN Assist. HOS	hemanandagopal@centralschool.net	507879915
	Mrs. Shaheen H	FN Supervisor	shaheenhakeem@centralschool.net	505643335
	Mrs. Arti PS	FN HOS	fnhossenior@centralschool.net	0508850385
	Mr. Imaamudin AS	Transport Mgr.	imamudeen@centralschool.net	509369789
	Mrs. Ansa N	FN/AN HOS	fnhosprimary@centralschool.net	508685584
	Mrs. Gulshan SJ	AN Supervisor	gulshanshaik@centralschool.net	553924410
	Mrs. Sangeeta M	AN HOS	anhossenior@centralschool.net	0563727300
	Mr. Anez M	AN Supervisor	anezmohamed@centralschool.net	563727330
	Mrs. Fatima A	FN Counselor	fatimaaltaf@centralschool.net	0556546804
	Mr. Subair	IT admin	Subair@centralschool.net	0558966834
Mr. Niyazi Rep	AN-Teacher Rep			
Mrs. Sajnabee	FN-Teacher Rep			
Student coucil member (FN/AN)				
By-Laws of the Committee	<ol style="list-style-type: none"> 1. The committee is committed for the purpose and rationale mentioned above 2. The Director is the President and Principal is the Secretary of the committee; 3. DEIW-IC and medical doctor are the investigation officers; 4. HoS, supervisors, transport manager, administration manager and IT administrator are executive members of the committee; 5. The committee will take all the cases seriously; 6. The committee follows strict rule of confidentiality and seriousness; 7. It is will not, and discourage others, to label, judge the incident to complicate the matter; 8. It will always work for the school and child's benefit; 9. Inquiry and investigations should be followed by proper channel; 10. Counseling ethics should be followed and this allows only professionals are allowed to do the counseling; 11. The authority has right to decide whether the matter must go to the police; 12. Doctor should confirm if there is any sexual abuse; 13. The authority will decide what path of action should be taken if there is any false allegations; 14. The committee will document every incident of such matter and keep it 			

	<p>confidential; 15. The committee will meet every quarterly and the MoM will be maintained by the Principal’s secretary.</p>
	<p>I. Staff contact with Pupils: In order to minimize the risk of accusations being made against staff as a result of their daily contact with pupils, staff should ensure that they consider the following points of guidance</p> <ol style="list-style-type: none"> 1. Staff is responsible for their own actions and behavior and should avoid any conduct which would lead to any reasonable person to question their motivation and intentions. 2. Staff should work, and be seen to work in an open and transparent way (especially when working with individual pupils). Staff should not allow pupils to visit their place of residence. Staff should discuss and/or take advice promptly from their line manager or another senior member of staff over any incident, which may give rise for concern. Records should be made of any such incident and of decisions made or further actions agreed and the Principal should be informed. 3. Staff should be aware that breaches of the law and other professional guidelines could result in criminal or disciplinary action being taken against them. <p>II. Assistance to Pupils Physical contact and intimate care: Intimate care is defined as any care which involves washing, touching or carrying out a procedure to intimate personal areas which most people usually carry out themselves but are unable to do it because of young age, physical difficulties or other special needs. Examples include care associated with continence and menstrual management as well as more ordinary tasks such as helping with washing, toileting or dressing, etc.</p> <p>We are committed to ensuring that all staff responsible for the intimate care of children shall be undertaken by professionals at all times. It is acknowledged that these adults are in a position of great trust.</p> <p><u>The child’s welfare and dignity is of paramount importance. Children must be treated with respect, whatever their age, gender, disability, religion or ethnicity. No child should be attended in a way that causes distress or pain to him/her.</u></p> <p>Staff will work in close partnership with parents and caretakers to share information and provide continuous quality care. The religious views and cultural values of families will be taken into account, particularly as it might affect certain practices or determine the gender of the caretaker.</p>
	<p>III. Working with children in practical lessons: Staff should not touch pupils particularly when reprimanding them. However, there may be occasions when a distressed pupil needs comfort and reassurance, which may include comforting such as a caring parent would give. Employees should use their discretion in such cases to ensure that, what is, and what is seen to be by others, is normal and natural and does not become unnecessary, unjustified contact, particularly with the same pupil over a period of time. Medical professionals will accompany the</p>

children and staff during edutainment programs or during excursions.

The law of the land forbids a teacher to use any degree of physical contact that is deliberately intended to punish a pupil, or which is primarily intended to cause pain or injury or humiliation.

IV. Missing Pupils:

It is important that immediate action is taken if a pupil is found to be missing. The Supervisor must be informed and if the pupil is not found after the buildings and grounds have been searched. KHDA will be kept informed according to circular# 03/179/2019 dated: 24th of March 2019, then parents will be informed and the police should be called for further action and investigation.

V. Dealing with allegations against School Staff:

There has been widespread concern that in some instances, there may be malicious accusations brought against employees by children and/or their parents. The Committee must be informed of the allegation on the same day and is responsible for conducting an investigation.

The employee concerned may be suspended against investigation, but this is not an automatic procedure. Circumstances in which suspension occurs include:

- i. Where a pupil(s) is at risk; the person has behaved in such a ways that indicates that she/he is un-suitable to work with children.
- ii. where the allegations are so serious that dismissal for gross misconduct is possible
- iii. Where a suspension is necessary to allow the conduct of the investigation to proceed unimpeded.

VI. Confidentiality

Every effort will be made to ensure that confidentiality is maintained for all concerned. Information will be handled and distributed on a 'need-to-know' basis only. This includes the Vigilant Committee and the informant and the information will be shared with other professionals with the consent of the parents/caregiver.

VII. Staff are expected to:

- a. Treat information they receive about pupils in a discreet and confidential manner.
- b. Seek advice from the Principal/Inclusion Champion if they are in any doubt about sharing information they hold or which has been requested from them.
- c. Be cautious when passing information to others about a pupil.
- d. Information is released after taking consent from the student or parent.

VIII. Recording suspicions of abuse and disclosures:

Staff should make an objective record of any observation or disclosure and

	<p>include:</p> <ol style="list-style-type: none"> a. Child's Name and address b. Age of the child and date of birth c. Grade and division d. Date and time of the observation or the disclosure e. Exact words spoken by the child f. Exact position and type of injuries or marks seen g. Exact observation of an incident including any other witnesses h. Name of the person to whom the concern was reported, with date and time; and the names of any other person present at the time. i. Any discussion held with the parent(s) (where deemed appropriate& necessary). j. Detailed medical report. k. If the incident involves a staff member within the school premises then the cost of the medical report is borne by the school. <p>IX. Complaints Redressal Mechanism:</p> <ol style="list-style-type: none"> a. Complaint box, where children can leave notes explaining their issues. b. The box will be opened periodically by the principal and/or by a board member. c. To have a mechanism for reporting and response of child protection violation. d. To have a Grievance Redressal cell that comprises of the staff and the children. e. If anyone misuses the complaint box for fun/false allegations/joke, they are suspended for three working days. <p>X. Training Programs:</p> <p>The Vigilant committee will conduct training program for the staff and other stake holders on Child protection and Safeguarding procedures.</p> <p>XI. Policy review:</p> <ol style="list-style-type: none"> a. The School's Leadership Team is responsible for ensuring the annual review of this policy. b. The Schools Leadership Team is also responsible for ensuring that the list of key contacts on the cover sheet is updated. c. Policy will be reviewed yearly in the month of March and implemented from 1st April onwards.
<p><i>Involvement of external agencies</i></p>	<p>Involvement of Outside Agencies:</p> <p>Dubai Foundation for Women and Children (DFWAC): The first licensed nonprofit shelter in the UAE for women and children who are victims of domestic violence, child abuse and human trafficking. It was established in July, 2007 by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice President and Prime Minister of the UAE and Ruler of Dubai, to offer victims immediate protection and support services in accordance to international human rights obligations. The Foundation provides a helpline, emergency</p>

shelter, and support services to women and children victims. DFWAC aims to protect physically, sexually and emotionally abused women and children, prevent ongoing abuse and the escalation of violence and promote social awareness through education and outreach programs.

DFWAC provides: A]. A safe shelter, B].Case management, C]. Medical care, D]. Psychological Care, Support & Counseling, and E]. Legal, consular and immigration assistance Helpline 800 111 or email help@dfwac.ae; Website – www.dfwac.ae

Ministry of Interior (MoI):

You can report child abuse to MoI through the hotline number 116111 or through the MoI's Child Protection Centre's website and the 'Hemayati' (Arabic for protect me) app (available on Android and iOS). Related links: □ Hotline for UAE school students - video - Emirates 24/7 □ Ministry of Interior launches child safety hotline – UAE Interact

Community Development Authority: Any child in Dubai who needs help, protection from abuse, or advice can pick up the phone and dial 800-988 any time. Four social workers and psychologists at the Child Protection Center in Al Barsha are on standby to assist residents less than 18 years of age to ensure their rights are protected and upheld. The recently opened center under the Community Development Authority (CDA) is part of CDA's comprehensive strategy to make Dubai the most secure and ideal for living. The center is providing rehabilitation and counseling services to children in need.

The Local Area: Alternative Referrals When members of the school have Urgent and Immediate concerns for the safety and protection of a child or young person during school hours they should make an immediate referral to a member of the Child Protection & Safeguarding Committee or any accessible member of the Leadership Team.

Dubai Police Child Protection Hotline. Contact Number: 800-243 Website: www.dubaipolice.gov.ae AL Ameen Service Contact Number 800-4-88

Child Protection Toll Free 800988

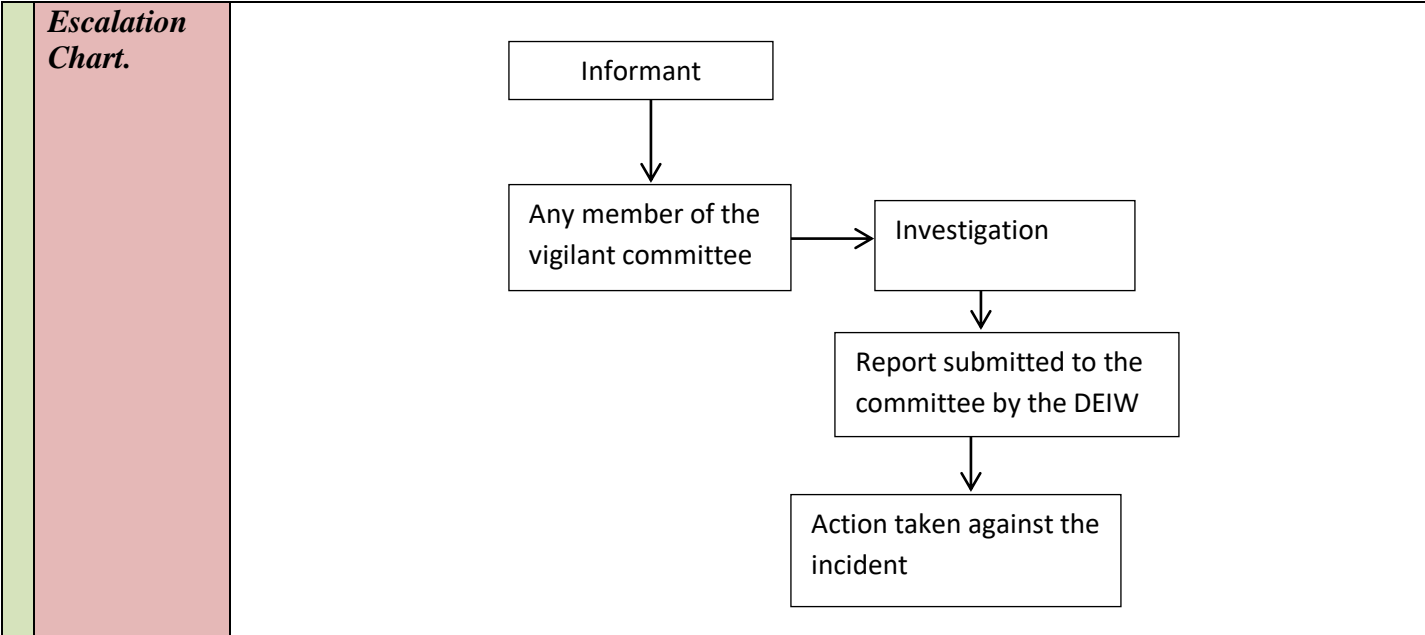
•CDA Toll Free 8002121

•Email: child@cda.gov.ae

•CDA website: www.cda.gov.ae

•Child Protection Section, Al Hudaibah Awards Building, Block A, Mezzanine Floor
CDA Main Office, Al Hudaibah Awards Building, Block C, Floor 4

•Referrals from the official bodies dealing with the child



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| Roles and responsibilities of the Vigilant committee. | <p>The Principal will:</p> <ol style="list-style-type: none"> a. Comply with the provisions of this policy and shall publish a Child Protection policy to protect students from any abuse and neglect in school. The policy should meet the minimum requirements of good care and support for all students in the school. b. Ensure that the policy is not contradicting with the child protection and safeguarding guidelines of the law of the land. c. Ensure that procedures to prevent situations that could lead to the abuse or neglect of students are in place and understood by all school staff and leaders. d. Ensure the supervision of students at all times while in school's care. e. Ensure that there is priority emphasis within the school on the protection of the students and for taking immediate action when there is suspicion of cases of student abuse or neglect. f. Ensure that students can safely report their concerns about abuse and/or neglect without fear of retribution or punishment. g. Ensure that staff and others can safely report their concerns about the potential exposure of any student to abuse and/or neglect without fear of retribution or punishment. h. Gain views from students and parents regarding security and protection within the school. i. Immediately report any case of potential abuse and/or neglect of students as stated by this policy. j. Ensure that all staff and administrators targeted for student protection training are fully attended and participate in all training sessions. k. Conduct orientation sessions for parents/guardians upon student registration or enrollment and at the start of every school year to promote this policy and to inform them of their roles and responsibilities, and their rights and duties. l. Maintain students' records in compliance with Student Records Policy, and ensure confidentiality of open and closed cases. m. Immediately suspend any staff member who is suspected of an offence involving student abuse and/or neglect on a temporary basis until the suspicion is adjudicated. |
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Administration and Transport Manager will:

- a. Ensure safety and security of students in school and school buses
- b. Ensures that CCTV cameras are regularly checked to monitor staff and students behaviors in school and buses
- c. Ensure that drivers and bus conductors behave properly with all students while traveling to and from the school, etc.
- d. Ensures students' safety and security when students travel by school transport to outside the school for e.g., edutainment/excursions
- e. Medical professionals will accompany the children and staff during edutainment programs or during excursions.
- f. Ensures that First Aid boxes are available in all departments in school and buses etc.
- g. Ensures to report the identified cases through CCTV and transport staff to the school counselors and clinic doctors for intervention.
- h. Ensure that the punch machine is working in all buses that the student who is using the school transport shall punch with her/his identity card first before boarding and deboarding the bus.
- i. Ensures that the ancillary staff uses appropriate sign boards during cleaning and maintainence
- j. Ensures fire drills promptly and train the children and teachers regularly

School Director will:

- a. Ensures to refer parents and complainants to the DEIW department for further investigation and appropriate action
- b. Ensures a positive and purposeful relationship is developed with all parents of the students
- c. Guides staff to follow the best practices of child protection and safeguarding guidelines set by the school DEIW professionals
- d. Attend regular child protection and safeguarding meetings to resolve the issues and promote best practices.
- e. Checks and maintains the Vigilant committee meeting register.
- f. Ensures fire drills and promptly conducted by the Admin manager.

Inclusion Champion will:

- a. Ensure that the school has a child protection policy in place which is consistent with KHDA & Dubai Child Protection Procedures, and is readily accessible to all members of staff, both teaching and non-teaching;
- b. Ensure that the implementation and effectiveness of the policy and any associated polices e.g. bullying are reviewed annually by it becoming a standing item on the vigilant committee's agenda with information also being provided on training, the number of incidents and cases (with details or names protecting the anonimity).
- c. Ensure that the school prospectus contains a section on the child protection policy in order to make parents aware of the school's responsibilities;
- d. Incorporate child protection in the school curriculum with the help of HoS
- e. Ensure that designated and other staff have the opportunity to attend appropriate training
- f. Liaise with the phasewise DEIW coordinator with responsibility for Child

Protection in relation to any allegations of child abuse/abuse of policy (CP & SG).

Clinic Doctor will:

- a. Always be available in the school campus until both shifts end/trained healthcare professionals who are competent enough to undertake emergencies according to the prescribed protocol.
- b. Ensure emergencies are handled on priority basis and reported promptly
- c. Conduct appropriate examinations and treatment in case of abuse.
- d. Refer the cases externally with prior permission from the vigilant committee
- e. Ensure that relevant information obtained in the course of their duties is communicated to the Inclusion champion.
- f. Types of injuries, attendance and frequency are recorded.
- g. In some cases, the child may have to take medication as a result of the abuse. The School Doctor or Nurse should ensure that all standards and procedures for administering medications in the school setting are met.
- h. Detailed medical report should be generated and shared with the vigilant committee.
- i. Cooperate and collaborate with DEIW-IC during investigation

HoS and Supervisors will:

- a. Ensures to refer parents and complainants to the DEIW department for further investigation for appropriate action
- b. Ensures a positive relationship between parents of the school;
- c. Guides staff to follow the best child protection and safeguarding guidelines set by the school DEIW department professionals
- d. Attend regular child protection and safeguarding meetings to resolve the issues and promote best practices
- e. Promote training programs conducted in the school on Child protection and safeguarding.
- f. Cooperate with DEIW-IC in investigation

Counsellor will:

- a. Get insight of the origins and development of emotional difficulties, leading to an increased capacity to take rational control over feelings and actions.
- b. Relating with others. Becoming better able to form and maintain meaningful and satisfying relationships with other people: for example, within the family or workplace
- c. Problem-solving. Finding a solution to a specific problem that the client had not been able to resolve alone. Training the student a general competence in problem-solving.
- d. Psychological education. Enabling the client to acquire ideas and techniques with which to understand and control behaviour.
- e. Empowerment. Working on skills, awareness and knowledge that will enable the client to take control of his or her own life
- f. Restitution. Helping the client to make amends for previous destructive behaviour.

	<p>Class Teacher will: In maximum cases, the first person to raise a concern is class teacher. They will collect relevant and reliable information and then liaise with vigilant committee. Class Teacher’s role towards creating awareness among students about:</p> <ol style="list-style-type: none"> Safe touch and unsafe touch. Strategies for defense mechanism. Keeping other staff informed about the immediate safety measures for child protection and safeguarding issues. Learn to say „NO“ when it seems to be very uncomfortable. Effective use of the complaint box.
<p>Disclosure Form: What to do on Disclosure ?</p>	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Stay calm (Don’t over-react, however shocked you may be) </div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Listen, hear and believe (Listen carefully, take it seriously) </div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Give time for the person to say what they want (Don’t make assumptions and donot offer alternative explanations; ask questions beginning with Tell me about...Explain...Describe... Avoid „who, what, when, where“ questions) </div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Reassure and explain that they have done the right thing in telling. (Do not promise confidentiality; explain that only those professionals who need to know will be informed) </div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Record in writing as near verbatim as possible and as soon as possible on a Disclosure Form (Use the child’s own words, make your record as soon as possible after the event, so that you don’t forget anything, and include information about what action was taken afterwards) </div> <p>↓</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> Report to any member of vigilant </div> </div>

**Complaint
form**



THE CENTRAL SCHOOL, DUBAI

1. Name of the student :
2. Grade/Division :
3. Concern/complaint :
4. Concern/complaint against:

**Compiled
and edited
and written
by**

**S. R. Joshi
Inclusion Champion
Department of Empowerment for Inclusion and Wellbeing (DEIW)
The Central School**

**Date:
29.03.2019**

**Approved by
Mala Mehra**



Amel
29/03/19
Signature of Principal