



All incidents or suspicions of bullying must be taken very seriously. Many organisations now have guidelines and procedures to place clear expectations and procedures around dealing with bullying so it is worth checking with your organisation for the appropriate process. The guidelines below will also help your organisation deal with the issue appropriately:

- Develop guidelines on dealing with bullying and ensure these are part of an active policy
  - Involve the young people in the development and review of these guidelines and procedures
  - Consider the impact of social networking within guidelines as this is a frequently neglected area where bullying can take place
  - Promote the guidelines in your club's code of practice
  - Ensure that the concepts of equity, value and inclusion are covered in staff training
  - Take all signs of bullying seriously
  - Involve parents
- Do not ignore the victim or bully – encourage them to discuss their thoughts both with you and, if appropriate, others within the group
  - Encourage the young people involved to change their behaviour in order to improve the situation
  - If a disclosure is made to you, remember to listen to and reassure the victim, record your conversation and report to the appropriate person
  - Invite professional organisations to explain specific issues to young people and offer further help – this could be a session for both coaches and young people
  - Share concerns – the victim may not be safe
  - Follow up what you do – remember that sport should be safe and fun for both the victim and bully
  - If the bullying incident was severe in nature, e.g. a serious assault, or bullying behaviour persists despite attempts to deal with it, this should be reported and dealt with in line with the club's child protection policy and procedures, including consideration of the need to refer the matter to statutory services.