



IDEAL ENGLISH SCHOOL , RAK

REPORTING & MONITORING

INCIDENT REPORTS AND LOGS SHALL BE SHARED WITH THE ONLINE SAFETY LEADER.

Process of Logging Online Incident Report

Following are the guidelines to be followed while logging any online incident report:

- Any material found by any member of the school community that is believed to be unlawful or against the guidelines set forth by the school shall be reported to the Online Safety group members based on the severity and based on the type of activity as mentioned in the Online Incident Report Flowchart.
- If the need arises the same shall be escalated to the school leadership team for appropriate action. A breach or suspected breach of this safe practice may result in the temporary or permanent withdrawal of School IT hardware, software or services from the offending individual. (Reference : Medium severity in Online Incident Flowchart)
- Any issue going beyond the high severity condition for both staff and students would be escalated to a third party or external agency after a joint decision with the school management. In case of a student, decision would be made in the presence of parent.
- All the online safety Incident report logs would be logged by the IT department and these logs (Refer Appendix 2 at the end of the document) would be regularly reviewed by the online safety leader and the Senior Leadership in their review meetings.
- The same process is maintained for the anonymous reporting as well keeping the confidentiality of the anonymity intact. Reporting Mechanism The reporting structure for online incidents is maintained looking into the severity of the act and escalation points (reference Online Incident Reporting Chart). School also provides students and staff to carry out anonymous reporting. Both types of reporting mechanism are carried in a similar manner.

ONLINE INCIDENT REPORTING MECHANISM FOR NON – ANONYMOUS CASES

The online incidents are categorised into two for easier handling

1. Illegal activity/Content 2. Inappropriate activity/content Based on the severity of the issue the reporting and handling mechanism is carried out as mentioned in the online incident reporting flow chart. The below table mentions the action that will be taken in case of such incidents in brief:
2. Severity Staff Action Plan Student Action Plan
Low Reporting to Immediate head Verbal warning Reporting to School Counsellor/Teacher/ Online Safety coordinator Verbal warning Medium Report to HR and Online Safety leader Warning letter/memo – with suspension from online platform for few days Report to parents and Online safety leader Warning letter to parents with suspension from school for 2 days High Report to Senior leadership and management Further recurrence of such incidents would result in immediate termination from job and Reporting to External agencies with all relevant evidences for further actions Report to Senior leadership team and parents Further recurrence of such incidents might result in expulsion from school and reporting to external agencies
Online Incident Reporting mechanism for Anonymous cases Though at present the school will be using google forms for anonymous reporting, the school plans to use Whisper / bravely for the same soon in the near future.
Anonymous Reporting Protocol If the incident reported by the anonymous person is validated as genuine, then the following reporting protocol follows as shown in the flowchart:
3. Anonymous Reporting Form Report to School Counsellor/Child Protection Officer Validates the authenticity of the Incident Report to Online safety Leader If incident is validated as authentic, it will be reported to the online safety leader with detailed evidences of the incident Further actions are taken as based on the online incident flowchart for non-anonymous case
Emergency Contact Details for Reporting School stakeholders can always approach the school directly or seek help from the following when there is an incident.