

# Standard Operating Procedure (SOP)

## Reporting and Documentation Procedures for Bullying Incidents

### Objective:

Ensure a safe and respectful environment by establishing clear and consistent processes for addressing and resolving bullying incidents effectively, including the steps for identifying bullying behavior, guidelines for confidential reporting, documentation requirements, timely investigation protocols, and measures to protect the privacy and rights of all parties involved.

### 1. Scope

- This SOP applies to all members of the organization including students, staff, faculty, and visitors.
- Covers all reported incidents of bullying regardless of medium (in-person or online).

### 2. Definitions

- **Bullying:** Repeated aggressive behavior, whether physical, verbal, emotional, or cyber, intended to harm, intimidate, or coerce another individual.
- **Confidentiality:** The obligation to protect the identity and personal information of all parties involved in bullying incidents.

### 3. Procedure

#### 1. Identification of Bullying Behavior

- Recognize signs and patterns indicative of bullying (verbal abuse, exclusion, threats, etc.).
- Provide ongoing awareness and training sessions for all members.

#### 2. Reporting Bullying Incidents

- Encourage prompt reporting by victims or witnesses through established channels (e.g., online form, direct contact with designated staff, anonymous hotline).
- Ensure that reporting can be anonymous and confidential to protect reporters from retaliation.

#### 3. Documentation Requirements

- Document every reported incident in a secure and confidential manner.
- Record the date, time, location, individuals involved, description of the incident, and any evidence provided.
- Assign a unique case reference number for each incident.

#### 4. Timely Investigation Protocols

- Initiate investigation within **24-48 hours** of report receipt.
- Interview all parties involved, including witnesses, separately and privately.
- Maintain impartiality and objectivity throughout the process.

#### 5. Privacy and Rights Protection

- Keep all documentation and investigation details strictly confidential.
- Only share information with individuals directly involved in the investigation and resolution.
- Protect the rights of both the complainant and the alleged perpetrator until the investigation concludes.

#### 6. Resolution and Follow-up

- Based on findings, take appropriate disciplinary or remedial actions in accordance with organizational policy.
- Notify all parties involved regarding the outcome, maintaining confidentiality.
- Conduct follow-up checks to ensure cessation of bullying and provide support as needed.

### 4. Responsibilities

- **All Members:** Report suspected bullying incidents promptly.
- **Designated Officers:** Receive, document, and manage reports; conduct or oversee investigations.
- **Supervisors/Managers:** Ensure enforcement of anti-bullying policies within their areas of responsibility.

## 5. Recordkeeping

- All documents related to bullying incidents must be securely stored for a minimum of **5 years** or as required by law.
- Access to records is restricted to authorized personnel only.

## 6. Review and Revision

- This SOP will be reviewed annually and updated as necessary to reflect best practices and legal requirements.