



مدرسة دلهي الخاصة ذ.م.م
DELHI PRIVATE SCHOOL L.L.C

DOMESTIC VIOLENCE/ ABUSE PREVENTION, SAFEGUARDING AND REPORTING POLICY

1. PURPOSE

Delhi Private School, Ras Al Khaimah is committed to ensuring that every student has the right to live, learn and develop in a safe environment free from violence, abuse, neglect, exploitation and intimidation.

This policy establishes the school's approach to:

- preventing and identifying domestic violence affecting students;
- responding appropriately to concerns or disclosures;
- protecting students from further harm;
- reporting suspected or disclosed domestic violence to the appropriate authorities;
- maintaining confidentiality and accurate records;
- providing appropriate emotional and psychosocial support; and
- working collaboratively with parents, authorities and relevant support services.

This policy forms part of the school's wider **Child Protection and Safeguarding framework**.

2. SCOPE

This policy applies to:

- all students enrolled in the school;
- school leaders and teaching staff;
- administrative and support staff;
- counsellors/social workers;
- inclusion and student-support personnel;
- transport and other personnel working with students; and

- volunteers or other individuals working within the school environment.

Domestic violence may occur in the student's home or family environment and may directly or indirectly affect the student's physical safety, emotional wellbeing, development, attendance or educational participation.

3. DEFINITION OF DOMESTIC VIOLENCE

For the purposes of this policy, domestic violence includes abuse, violence or threats committed by a family member or person exercising guardianship, authority or responsibility over another family member, resulting in physical or psychological harm.

The UAE Family Protection Policy identifies the following forms of domestic violence:

1. **Physical abuse**
2. **Verbal abuse**
3. **Psychological/mental abuse**
4. **Sexual abuse**
5. **Economic/financial abuse**
6. **Neglect**

For school safeguarding purposes, concerns may arise from:

- unexplained or repeated injuries;
- significant changes in behaviour or emotional presentation;
- persistent fear of going home;
- disclosure of violence or threats at home;
- inappropriate responsibility for protecting another family member;
- severe anxiety, withdrawal or aggression;
- repeated unexplained absences or lateness;
- signs of neglect;
- inappropriate sexualised behaviour or disclosures;
- a student expressing fear of a particular family member; or
- information received from another student, parent, staff member or external professional.

A school employee does not need to prove that domestic violence has occurred before raising a safeguarding concern.

4. GUIDING PRINCIPLES

The school shall respond to domestic violence concerns according to the following principles:

4.1 Best interests of the child

The safety and welfare of the student shall be the primary consideration.

4.2 Do not investigate

School staff should **not conduct their own investigation** or attempt to establish whether an allegation is true.

The role of school personnel is to:

RECOGNISE → RESPOND → RECORD → REPORT → SUPPORT.

4.3 Confidentiality

Information shall be shared only with individuals and authorities who need the information to safeguard the student.

Confidentiality does **not** prevent the school from reporting a safeguarding concern to the appropriate authorities.

4.4 Non-judgmental response

Staff should listen calmly and avoid blaming, criticising or questioning the student in a way that could influence their account.

4.5 No retaliation

The school shall take reasonable measures to protect students and staff from retaliation or intimidation following a safeguarding report.

5. RECOGNITION OF DOMESTIC VIOLENCE

All staff should remain alert to possible indicators of domestic violence.

Indicators may include:

Physical indicators

- unexplained injuries;
- frequent injuries;
- injuries inconsistent with the explanation provided;
- signs of physical neglect.

Emotional/behavioural indicators

- fearfulness;

- sudden withdrawal;
- anxiety;
- persistent sadness;
- aggression;
- unusual vigilance;
- significant behavioural changes;
- difficulty concentrating;
- regression in behaviour;
- reluctance to go home.

Educational indicators

- sudden deterioration in academic performance;
- repeated absenteeism;
- frequent lateness;
- unexplained early departures;
- lack of required school materials;
- persistent fatigue.

One indicator alone does not establish domestic violence. However, any concern should be taken seriously and appropriately referred.

6. STUDENT DISCLOSURE

If a student discloses domestic violence to a staff member, the staff member should:

DO

- remain calm;
- listen carefully;
- allow the student to speak;
- reassure the student that they have done the right thing by speaking;
- explain that the information may need to be shared with people who can help keep them safe;
- record the student's words as accurately as possible;

- immediately refer the concern to the Designated Child Protection Lead/Counsellor according to school procedures.

DO NOT

- promise absolute confidentiality;
- interrogate the student;
- ask leading questions;
- repeatedly ask the student to recount the incident;
- confront the alleged perpetrator;
- contact the alleged perpetrator to investigate;
- attempt mediation between the child and alleged perpetrator;
- investigate the allegation independently.

7. DOMESTIC VIOLENCE REPORTING PROCEDURE

Step 1 — Immediate safety assessment

If the student is in **immediate danger**, the school shall prioritise immediate protection and contact the relevant emergency authority.

In Ras Al Khaimah:

RAK Police Emergency: 999

The school should not delay an emergency report while attempting to complete internal documentation.

Step 2 — Inform the Designated Child Protection Lead

The staff member receiving the concern must immediately inform the school's designated Child Protection Lead/Principal according to the school's safeguarding structure.

The concern should also be referred to the **School Counsellor/Student Welfare team**, where appropriate.

Step 3 — Record the concern

The staff member should make a factual written record including:

- student's name and grade;
- date and time;
- name of person receiving the disclosure;

- what was observed;
- what the student said;
- exact words used by the student where possible;
- any visible injuries or concerns;
- immediate safety concerns;
- actions taken;
- persons informed;
- authority/service contacted;
- date/time of referral; and
- reference/case number, if provided.

Records must remain confidential and securely stored in the **Child Protection File**.

8. REPORTING TO EXTERNAL AUTHORITIES

Where there is a concern that a student may be experiencing domestic violence or abuse, the school shall refer the matter through the appropriate child-protection or law-enforcement channel.

A. Ministry of Interior – Child Protection Centre

Hotline: 116111

The UAE Government identifies 116111 as the Ministry of Interior's Child Protection Centre hotline for reporting child abuse.

Email: childprotection@moi-cpc.gov.ae

B. Ministry of Education – Child Protection Unit

Hotline: 80085

Email: CPU@moe.gov.ae

The UAE Government states that child-abuse cases can be reported to the MoE Child Protection Unit through **80085** or CPU@moe.gov.ae, with supporting documents where applicable.

C. Ras Al Khaimah Police

Emergency: 999

Non-emergency Call Centre: 07-901 (24/7)

RAK Police identifies 999 for emergencies and 901 for non-emergency enquiries/reports.

D. Aman Shelter for Women and Children – Ras Al Khaimah

Hotline: 80089999 — 24/7

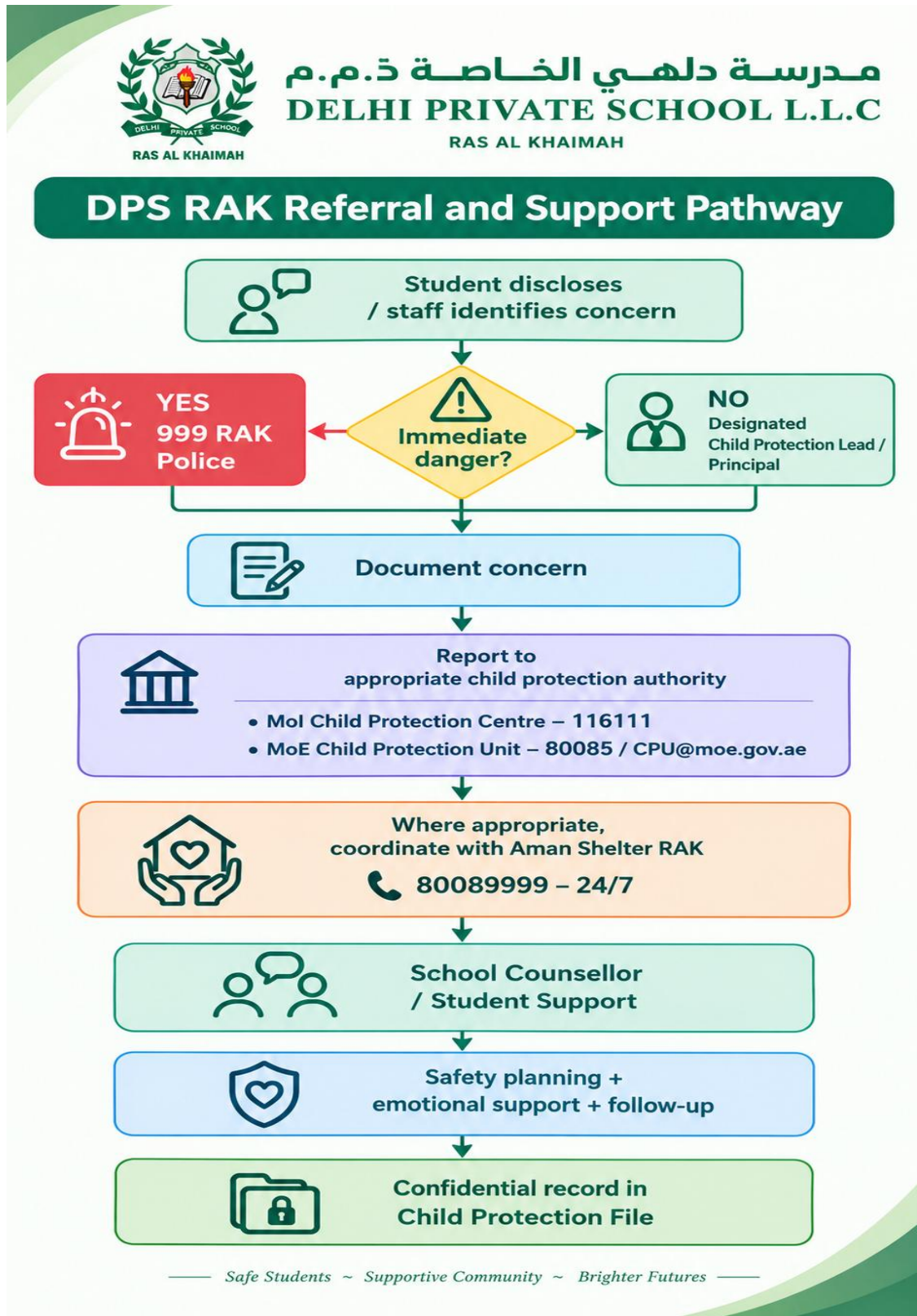
Telephone: 07-2228878

Email: info@aman.rak.ae

Aman Shelter provides services for women and children affected by violence, including safe accommodation, social services, psychological support, health services and follow-up. Its hotline is available around the clock.

The UAE Government also identifies Aman Centre in RAK as a reporting/support channel through RAK Police.

9. DPS RAK REFERRAL AND SUPPORT PATHWAY



10. CONTACTING PARENTS/GUARDIANS

The school shall consider carefully whether and when to contact a parent/guardian.

Parents/guardians should not automatically be contacted before reporting a safeguarding concern.

Where the alleged perpetrator is a parent/guardian or where contacting the family could:

- increase the student's risk;
- compromise the student's safety;
- lead to intimidation or retaliation; or
- interfere with an authority's response,

The school should seek guidance from the appropriate child-protection/law-enforcement authority before contacting the parent/guardian.

The school shall follow the direction of the competent authority regarding further communication with the family.

11. ROLE OF THE SCHOOL COUNSELLOR / SOCIAL WORKER

The School Counsellor/Student Welfare professional shall:

- receive and document safeguarding concerns;
- provide appropriate emotional first-line support;
- assist with risk and safety assessment;
- maintain confidential safeguarding records;
- support referral to competent authorities;
- coordinate with the Child Protection Lead and Principal;
- maintain a record of referrals and follow-up;
- provide appropriate counselling support;
- monitor the student's wellbeing following referral;
- coordinate with relevant professionals where authorised; and
- contribute to staff/student/parent awareness programmes.

The Counsellor **shall not conduct a forensic investigation** or attempt to determine guilt or innocence.

12. ROLE OF SCHOOL STAFF

All employees have a responsibility to:

- remain alert to safeguarding concerns;
- report concerns promptly;
- listen appropriately to students;
- avoid independent investigation;
- maintain confidentiality;
- cooperate with the Child Protection Lead and relevant authorities; and
- attend safeguarding training organised by the school.

13. DOCUMENTATION AND RECORD KEEPING

The school shall maintain a confidential **Domestic Violence / Child Protection Referral Record**.

Recommended documents include:

1. Child Protection Concern Form
2. Domestic Violence Referral Form
3. Student Disclosure Record
4. Incident/Observation Record
5. External Referral Record
6. Authority Contact Log
7. Follow-up Record
8. Student Support/Counselling Record
9. Safety Planning Record, where appropriate
10. Case Closure/Review Record

Records shall be stored securely with access restricted to authorised personnel.

14. AWARENESS AND PREVENTION

The school shall provide age-appropriate awareness programmes covering:

- healthy and respectful family relationships;
- personal safety;
- recognising unsafe behaviour;

- seeking help from trusted adults;
- bullying and violence prevention;
- emotional safety;
- children's rights and protection;
- safe disclosure and help-seeking.

Staff awareness should include:

- recognising signs of domestic violence;
- responding to disclosures;
- mandatory/internal reporting expectations;
- confidentiality;
- referral pathways;
- emergency procedures; and
- documentation.

Parents may be provided with information regarding:

- child safety;
- positive parenting;
- recognising signs of distress;
- available support services; and
- appropriate reporting channels.

15. REVIEW OF THE POLICY

This policy shall be reviewed:

- annually;
- following significant changes to UAE legislation or government reporting mechanisms;
- following a serious safeguarding incident; or
- when directed by the Ministry of Education or relevant authority.

All telephone numbers and external referral contacts shall be **verified periodically** to ensure that the school maintains current information.

APPENDIX A — UAE & RAK DOMESTIC VIOLENCE / CHILD PROTECTION
CONTACTS

Service	Purpose	Contact
RAK Police Emergency	Immediate danger/emergency	999
RAK Police Call Centre	Non-emergency police matters	07-901 (24/7)
MOI Child Protection Centre	Child abuse/protection	116111
MOE Child Protection Unit	School/student child protection	80085
MOE Child Protection Unit	Reporting by email	CPU@moe.gov.ae
Aman Shelter RAK	Women/children affected by violence	80089999 (24/7)
Aman Shelter RAK	General telephone	07-2228878
Aman Shelter RAK	Email	info@aman.rak.ae
EWAA Shelter Abu Dhabi	Women & children / national support	8007283
Dubai Foundation for Women & Children	Women/children support	800111
CDA Dubai	Social support	800988
Sharjah Child/Women Protection	Protection services	800700
Ajman Hemaya	Women/children protection	800446292

The UAE Government's current emergency/child-safety pages list these national and emirate-specific channels, including **116111, 8007283, 800111, 800700, 800446292 and the RAK Aman/RAK Police channel.**

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