

Safeguarding Guide for Parents and Carers

Safeguarding is everyone's responsibility.

Safeguarding means protecting children from harm and supporting their safety and wellbeing. This guide explains how to recognise concerns, listen to your child and seek help. Please report worries about any child, whether they arise at home, at school, online, on transport or during activities.

If a child is in immediate danger

Call Police 999. For an emergency ambulance, call 998. Do not wait for an email reply, an app message or the next school day.

What to do if you are worried

1 Recognise

Notice changes in your child's behaviour, injuries, friendships, attendance or online activity. You do not need proof to raise a concern.

2 Respond

Stay calm, listen and take what your child says seriously. Reassure them that they have done the right thing by telling you.

3 Record

Make a short factual note of what you saw or heard, the date and time, and your child's own words. Keep this private and share it securely with the safeguarding team.

4 Report

Contact the school's Designated Safeguarding Lead (DSL) or deputy promptly. For a serious or urgent concern, telephone or speak to them directly. If unavailable, ask reception for the senior leader responsible for safeguarding.

Tell the school your child's name and class, what concerns you, when it happened and whether they are safe now. Staff will record safeguarding concerns on the school ERP and refer them to the safeguarding team. Parents should use the school's published contact routes.

Help outside school hours

You can report suspected child abuse directly to the UAE Ministry of Interior Child Protection Centre on 116111. You do not have to wait for the school to open. Use emergency services if there is immediate danger.

Concerns to look out for

A change does not necessarily mean abuse, but it should be explored sensitively. Several signs together, a repeated pattern or a child's account may indicate that help is needed.

Concern	Examples of signs or situations
Physical harm	Unexplained injuries, repeated bruising, fear of an adult or physical punishment.
Emotional harm	Repeated humiliation, threats or rejection; unusual fear, withdrawal or low confidence.
Sexual abuse or grooming	Unwanted touching, pressure to share private images, secret contact or gifts from an adult or older person.
Neglect	Unsafe supervision or unmet needs for food, hygiene, medical care or education.
Domestic abuse	A child sees, hears or experiences violence, intimidation or controlling behaviour at home.
Bullying or harm by other children	Threats, exclusion, discriminatory abuse, assault or harmful sexual behaviour, including online.
Online harm or exploitation	Blackmail, unsafe meetings, pressure to send images, dangerous challenges or being used to carry money or substances.
Wellbeing and attendance	Persistent distress, self-harm, talk of wanting to die, sudden school refusal or unexplained absence.

If your child tells you about harm

- Give them your attention and let them speak at their own pace. Tell them that the harm is not their fault and that you will help.
- Use simple, open prompts such as "Tell me what happened." Avoid suggesting answers or repeatedly asking them to retell the account.
- Explain that you need to share the concern with people who can help keep them safe. Do not promise secrecy.
- Do not confront the person involved or investigate yourself. Report promptly and seek advice about keeping your child safe.

Concerns about an adult at school

Report inappropriate contact, unsafe conduct or boundary concerns involving staff, volunteers, coaches, contractors, visitors or transport staff to the Principal and safeguarding lead. If either is involved, use the other safe reporting route. If the Principal is involved, contact the Education Director; if that route is also unsafe or the concern is not addressed, contact the Child Protection Centre on 116111. Do not raise the concern only with the person involved.

Keeping your child safe every day

At home and in the community

- Make time to talk and listen without judgement. Help your child identify trusted adults they can approach and remind them to keep telling until someone helps.
- Teach age appropriate body boundaries. Children can say no to unwanted contact and should tell a trusted adult about anything that frightens or confuses them.
- Use calm, nonviolent discipline. Arrange safe supervision and check collection, transport and activity arrangements.
- Keep emergency contacts current. Tell the school promptly about absence, changes in collection arrangements or family circumstances that may affect your child's safety.

Online and on devices

- Know which apps, games and contacts your child uses. Agree age appropriate rules together and review privacy settings, location sharing and parental controls.
- Remind your child not to share passwords, personal details or private images, and not to meet an online contact without a parent's involvement.
- Encourage them to tell you about bullying, threats or uncomfortable messages without fear of blame. Report concerns to the school and relevant authorities.
- Keep account names, message details and times where safe. Do not download, copy or forward sexual images of children; seek advice from the police.

Working with the school

The safeguarding team will assess concerns and arrange support or referral where needed. Information is shared only with those who need it to protect the child. Parents are usually involved, but the school may seek advice or refer a concern before contacting a parent if doing so could increase risk. The school cannot share confidential information about other children or families.

Follow visitor sign in and identification procedures. Share concerns privately through official school channels, rather than parent group chats or social media. If worries continue or your child's situation changes, contact the safeguarding team again.

If you have a safeguarding concern, contact the Designated Safeguarding Lead (DSL) in your school. Reception can help you reach the DSL.

Parent ID lanyards while in school

Please wear your parent ID lanyard visibly at all times while on the school premises. This helps staff identify authorised parents and keep children safe. Do not lend your lanyard to anyone or use it to admit another person.

If you forget your lanyard, report to reception before entering the school and follow the visitor identification procedure. Tell reception promptly if your parent ID is lost. Please cooperate with staff if they ask to check your identification.

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Further information

UAE Ministry of Interior Child Protection Centre: <https://moi-cpc.ae/en/Report.Abuse.aspx>

UAE emergency numbers: <https://u.ae/en/information-and-services/justice-safety-and-the-law/Safety/handling-emergencies>

NSPCC advice on responding to a disclosure: <https://www.nspcc.org.uk/keeping-children-safe/reporting-abuse/what-to-do-child-reveals-abuse/>