

Case Study 3: Claire

Facts of the case

- You are the proprietor of a competition yard. You receive reports from a member of your staff that Claire (16), a groom working on your yard, has recently started bullying other staff and livery owners and creating a toxic atmosphere.
- Davina, the mother of one of your liveries, then reports that Claire has been posting threatening messages on social media. Davina says she found her daughter crying and not wanting to go to the yard because of it. Davina shows you evidence of Instagram messages but says she cannot access the Snapchat ones.

Q: How should you respond?

Recognise: What warning signs are there here? Know what to look out for.

Respond: Use active listening and open questions. Remain calm and don't share personal opinion.

Report: Consider confidentiality at all times. Pass relevant information to relevant people.

Record: Record the facts, your concerns, and any action taken.



**Need some
help?**

Questions to consider:

- What information do you need about the in-person and online behaviours?
- Depending on what you learn, what types of abuse are involved?
- Who do you need to make aware of the case?
- What might Claire need from you?
- What might the rest of the yard need?

Notes: