

Case Study 7: George

Facts of the case

- You are the yard manager at a riding school. During a lesson, one of your coaches (Amara, 24) asks a volunteer (Imogen, 19) to escort a student (George, 11) to the office so that he can calm down.
- George has been very disruptive during the lesson, becoming frustrated and striking his pony in an unacceptable manner.
- The following day you receive a report from one of your grooms (Ellie, 18) saying that they saw Imogen "clip George around the ear" on the way to the office, telling him to never let her see him treat a pony like that again.

Q: What should you do next?

Recognise: What are the warning signs here?

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 abuse is involved?
- Who is in a position of trust?
- Who do you need to hear from?
- What referrals need to be made?
- How do you address the behaviour towards the pony?

Notes: