



Based on Article 56 of the Statute of American High School Skopje, in connection with Article 22, Paragraph 7 of the Law on Secondary Education (Official Gazette of the Republic of Macedonia No. 44/95, with all amendments and additions) and Article 5 of the Regulation on the Procedure for Reporting and Protecting a Student – Victim of Any Form of Violence, Abuse, or Neglect, No. 18-10074/2 dated 17.7.2025, the Management Board of American High School Skopje, at the session held on 27.8.2025, adopted the following:

PROCEDURE
for the Reporting and Protection of a Student – Victim of Any Form of
Violence, Abuse, or Neglect at American High School Skopje

Article 1

This Procedure regulates the rights, obligations, and responsibilities, as well as the actions of the Principal of the High School, professional associates, teachers, students, parents/guardians, and other employees of the High School in situations of increased risk and violence within the school, with the aim of protecting students and all staff.

The purpose of the Procedure is to develop and promote non-violence within the High School, to prevent all possible situations of violence, and to respond appropriately in specific crisis situations to ensure the protection of students, parents, and all school employees.

The principles on which this Procedure is based are:

- the best interests of the child,
- respect for diversity and prohibition of discrimination,
- respect for the right to self-determination,
- respect for human dignity,
- equality,
- participation,
- privacy,
- confidentiality,
- presumption of innocence of the victim,
- proportionality,
- being informed,
- professionalism and responsibility,
- due diligence, and
- prohibition of nepotism and corruption.

Article 2

Violence refers to any act or omission that causes harm, suffering, or injury to the dignity of a student.

Violence includes all forms of physical, emotional/psychological, social, sexual, and cyber violence, as well as all forms of abuse, neglect, negligent behavior, harassment, or exploitation.

Abuse refers to the use of a student in a manner or for a purpose that is harmful to their health, safety, or development – including sexual abuse, exploitation, manipulation, or abuse of power.

Neglect is the failure to fulfill obligations toward a student by a parent/guardian or another person, resulting in the omission of care for the student's basic needs – physical, educational, health-related, and/or emotional.

Article 3

All employees of the High School, parents/guardians, and students must be familiar with the Regulation on the Procedure for Reporting and Protecting a Student – Victim of Any Form of Violence, Abuse, or Neglect, as well as with this Procedure.

At the beginning of the school year, each class teacher is required to present the Regulation and this Procedure to the students in a manner appropriate to their age.

Article 4

The High School is obliged to publish the Regulation on the Procedure for Reporting and Protecting a Student – Victim of Any Form of Violence, Abuse, or Neglect, as well as this Procedure, on its website. The High School is also required to regularly update this Procedure in accordance with the needs of all individuals involved in school life.

The contact persons for reporting violence and implementing this Procedure, appointed by the Principal, are:

Petar Daneski – Psychologist, email: psychologist@ahss.edu.mk – Contact Person

Natasha Angeleska – Pedagogue, email: natasha.angeleska@uacs.edu.mk – Deputy Contact Person

Violence can also be reported to the following email address: reportviolence@ahss.edu.mk, as well as to the contact phone number: +38977306235.

Article 5

The High School provides the possibility to report violence through the following channels:

- A box for anonymous reporting of violence.
- An online form published on the High School's website, with an option for anonymous reporting. The High School also provides the possibility to scan a corresponding QR code, which leads to the online form, placed in multiple locations within the school.
- By phone, through the contact number for reporting violence specified in Article 4.
- By email, through the address for reporting violence specified in Article 4.

Article 6

A report of violence can be submitted to any employee of the High School, and the person receiving the report is obliged to immediately inform the contact person from Article 4, either directly or through the report form.

The contact person from Article 4, together with the employee who received the report, assesses the situation and together decide on appropriate protective measures in accordance with this Procedure and the Regulation on the Procedure for Reporting and Protecting a Student – Victim of Any Form of Violence, Abuse, or Neglect.

Article 7

Everyone is obliged to report violence or any suspicion of violence against a student.

Every student may report violence to any employee with whom they feel they can talk and trust, and that employee is obliged to immediately stop the violence.

All employees, without exception, have the duty, if they observe violence or suspect its existence, to immediately share the information with the contact person, professional associates, and the class teacher or another teacher who is in direct communication with the student.

Teachers, professional associates, and the Principal are obliged to immediately apply the Regulation on the Procedure for Reporting and Protecting a Student – Victim of Any Form of Violence, Abuse, or Neglect, as well as this Procedure, in accordance with the prescribed process.

The table of roles and responsibilities is an integral part of this Procedure (Annex No. 1).

Stopping violence is the responsibility of every employee who receives information about a case or witnesses the violence.

The purpose of intervention in cases of violence is to stop the violence, protect the victim, change the behavior of the perpetrator, and influence the factors that contributed to the occurrence of violence. In carrying out activities at each phase of intervention, the High School applies the guidelines provided in the Regulation on the Procedure for Reporting and Protecting a Student – Victim of Any Form of Violence, Abuse, or Neglect, as well as this Procedure.

Article 8

The categorization of violence by levels, as provided in this Procedure (Annex No. 2), aims to ensure consistent intervention in situations involving students (student–student, student–employee).

The same forms of violence may occur at multiple levels but differ according to intensity, degree of risk, frequency, consequences, and participants.

In the case of a violence incident without significant consequences, occurring for the first time and classified as Level 1 (Table 1), the employee who stopped the violence is not obliged to call the contact person for reporting violence, but should independently de-escalate the situation.

If the employee assesses that they cannot handle the situation alone or if the situation begins to escalate again, they must contact the designated person for reporting violence.

In Level 1 cases (Table 1), which involve single and minor incidents, the teacher, professional associate, or Principal who stopped the violence may independently decide which internal measures to take within the scope of their authority.

These measures may include:

- Physically separating the perpetrator from the victim (changing seating or location),

- Individual discussion with the victim to assess the need for psycho-social support,
- Individual discussion with the perpetrator to explain the consequences of their behavior,
- Discussion with the class or a group of students to explain the inappropriateness of violent behavior,
- Referring the perpetrator or the victim for counseling with professional associates,
- Encouraging students to use non-violent communication and conflict mediation.

Article 9

In the case of a repeated Level 1 violence incident (Table 1), or a Level 2 (Table 2) or Level 3 (Table 3) violence incident, the employee is obliged to contact the designated person for reporting violence.

For repeated Level 1 incidents (Table 1), as well as all Level 2 cases (Table 2), the High School is required to prepare a written plan for protecting the victim and a plan for improving the behavior of the perpetrator.

The contact person for reporting violence is responsible for preparing the plan and, at their discretion, may involve other individuals (teachers, professional associates, the Principal, representatives from institutions, experts in the field, associations, etc.).

The contact person assesses, depending on the circumstances of the case and the seriousness of the violence, whether to involve other employees of the High School, such as specific teachers, professional associates, and/or the Principal.

In situations that do not involve elements of serious violence, the contact person may independently, or in coordination with the professional service, take internal measures. If circumstances indicate potential endangerment, repetition, or serious psycho-physical consequences, the contact person may decide to involve representatives from external institutions, such as the Ministry of Internal Affairs, the Social Work Center, a healthcare institution, or another individual with the appropriate expertise and authority for intervention.

Article 10

In cases of Level 3 violence (Table 3), which constitute serious forms of violence with possible physical, psychological, or legal consequences, representatives from relevant institutions (Ministry of Internal Affairs, Social Work Center, healthcare institutions, and others, as assessed by the contact person or the Principal) must be involved. The contact person is obliged to immediately inform the Principal of the steps taken, except in urgent situations where the police must be called immediately. In these cases, the High School acts according to the established child protection procedure to ensure timely and appropriate intervention by the relevant institutions.

When representatives from other institutions are involved, the contact person for reporting violence collaborates intensively with them, coordinating and agreeing on possible measures and the overall procedure.

For Level 3 cases (Table 3), the High School is required to prepare a written plan, which includes:

- A representative from the Social Work Center,
- A representative from the Ministry of Internal Affairs (if a criminal offense is involved),
- Representatives from healthcare institutions (if there are serious consequences for the student's physical or mental health).

The contact person is responsible for coordinating the preparation of the plan, keeping records, and documenting the actions taken, in collaboration with all parties involved.

The Principal is responsible for verifying the plan, monitoring its implementation, and taking additional measures if necessary.

A protection plan is also prepared in situations where there is suspicion or confirmed occurrence of abuse or neglect of a student. In such cases, the High School must act with increased care and in cooperation with relevant institutions. The plan includes measures to ensure a safe environment for the student, psycho-social support, and, if necessary, involvement of the Social Work Center or other professional services, depending on the nature of the case.

Article 11

The protection plan for the student-victim and the plan for improving the behavior of the perpetrator, as provided in this Procedure, may include multiple types of measures, implemented by different employees within the High School, as follows:

- Psycho-social support for the victim (provided by the school psychologist and/or other professional associate).
- Measures for physically separating the victim from the perpetrator (the decision on these measures is made by the Principal based on the recommendation of the contact person and the professional team).
- Measures for physically separating the victim (applied only at the request of the victim and upon assessment by professional associates that it is in the victim's best interest; may include exemption from classes, distance learning, or transfer to another class. The professional team, in coordination with the Principal, is responsible for assessment and implementation).
- Measures for improving the behavior of the perpetrator-student, implemented by the school psychologist or another professional associate. The contact person for reporting violence is responsible for monitoring progress. Parents/guardians may also be involved and referred for counseling. Written records are maintained, and, based on the assessment of the professional team and with the Principal's consent, temporary organizational measures may be proposed to protect the victim and prevent further inappropriate behavior, such as transfer to another class, home learning/remote instruction (in exceptional cases and with parental consent), or restriction from extracurricular activities or school events. These measures are applied only in the best interest of the students and must not be punitive, but serve to create a safe school environment and support socially acceptable behavior).
- Pedagogical measures in accordance with positive legal and sub-legal provisions and the High School's internal acts (imposed upon recommendation of the professional service and decision of the Principal).
- Measures for supporting observers and witnesses (individual or group discussions with students, conducted by the contact person, professional associate, or teacher. For cases from Table 2 (recurrent) or Table 3, psycho-social support is offered or referral to an appropriate institution is made. Measures may also include educational activities such as workshops on non-violent communication, peer support, lectures, etc. The professional service is responsible for organizing and implementing these activities).

All measures concerning the victim must be taken with their involvement, consent, and consideration of their wishes and needs.

The contact person, or another trusted employee, will discuss with the perpetrator the measures taken, the desired outcomes, the next steps, and the consequences they may face.

Parents/guardians of both the victim and the perpetrator are involved in preparing the protection plan and behavior change plan whenever this is not contrary to the principle of the best interests of the child.

If parents/guardians are uncooperative or act to the detriment of the child, the High School must notify the Social Work Center. Similarly, if parents/guardians behave violently or if the High School assesses that there may be violence or harm toward an employee, other students, or parents/guardians of another student, the police will also be called, in addition to the Social Work Center.

All measures included in the plan are documented in writing, with data on the person responsible, deadlines and expected outcomes clearly indicated.

The contact person for reporting violence is responsible for coordinating, monitoring, and reporting progress on the plan to the Principal and professional team.

The protection plan for the victim and the behavior change plan for the perpetrator are continuously evaluated and updated. The effectiveness of the measures is assessed, as well as the condition of the student-victim and the student-perpetrator. Based on this evaluation, the duration and type of measures are determined. Measures continue until the desired results are achieved, after which the behavior and development of both the student-victim and the student-perpetrator are actively monitored.

Article 12

The protection plan for the student-victim and the plan for behavior improvement for the perpetrator, in all its versions and updates, is kept together with the Record Form, provided in Annex 3, which is an integral part of this Procedure.

The contact person, or their deputy, together with the other individuals involved in deciding and implementing the measures for protecting the victim and changing the behavior of the perpetrator, fills out the section for assessing the effectiveness of the measures at the moment they evaluate that any results have been achieved, and no later than one month from learning about the violence incident. This form is completed as many times as necessary, for as long as the measures for protecting the victim and changing the perpetrator's behavior remain in place. Only the sections that require updates or additions are filled in each time. Once it is assessed that the measures have achieved their intended effect, only the section for evaluating the effectiveness of the measures is completed.

The protection plan for the victim and the behavior improvement plan for the perpetrator contains the following elements:

- A description of the measures from Article 11 of this Procedure,
- Results and indicators monitored for each measure,
- Implementation timeframe,
- Evaluation timeframe,
- Information about the persons involved in its preparation,
- Notes (this section includes open questions that require further review, differing opinions of the persons involved in preparation, and other relevant information),
- Signatures of the contact person and the Principal of the High School, and
- The date of adoption.

Article 13

Measures aimed at identifying the causes and factors that led to the violence include conversations with all students involved in the incident: the student–victim, the student–perpetrator, and the observing students.

Conversations with the victim and the perpetrator are conducted separately, in private rooms, without the presence of other students. Individual conversations with observers are also recommended, as group dynamics, fear of exclusion, or judgment may prevent observers from providing accurate information.

The contact person may decide to involve other staff members, teachers, or professional associates in these conversations, depending on the circumstances of the incident. Students, particularly the victim, must not be required to repeatedly recount the incident to different people or be asked the same questions multiple times as a sign of distrust of their answers or as an attempt to “catch them in a lie.”

Conversations are conducted by the contact person or another staff member whom the victim trusts, or with whom the student has independently requested to speak.

In cases of repeated first-level violence (Table 1), second-level violence (Table 2), or third-level violence (Table 3), the contact person or other staff member who has conducted the conversations will consistently, without exaggeration, paraphrasing, or drawing personal conclusions, document the statements of all students immediately after the conversations.

Article 14

The files, plans, and forms of the student–victim and the student–perpetrator are kept at the school for four years after the completion of their secondary education.

The Annual Program of the High School includes statistical data on any form of violence, abuse, or neglect, as well as statistical data on the School’s actions and responses.

Article 15

The High School is obliged to continuously work on education and raising awareness regarding violence, abuse, and neglect of students (including participation in trainings and projects aimed at students and teachers to develop the competencies necessary for the prevention of violence).

Article 16

On the day this Regulation enters into force, the Protocol for Prevention and Procedures in Cases of Violence (Ref. No. 02-423/6 of 13.9.2023) ceases to be valid, as does the Protocol for Prevention of Violence at the American High School Skopje.

Annex 1

Table of Roles and Responsibilities

Category of Persons	Key Responsibilities	Procedure / Way of Acting	Notes
Principal	Adoption and Oversight of the Implementation of the Internal Act	Monitors implementation, makes decisions in complex cases	Responsible for overall organization
Professional team (School Psychologist, School Pedagogue)	Contact Persons for Reporting, Monitoring, and Taking Measures	Keep records, work with students, inform parents	The school psychologist is appointed as the contact person for reporting violence
Homeroom Teacher/Teachers	Informing students, monitoring class dynamics	Presentation of the Regulation and Procedure during class time	Maintaining records of conducted sessions
Administrative and Technical Staff (janitors, other technical personnel, secretaries, and others)	Monitoring student behavior in the yard, hallways, and common areas	If suspicious behavior is observed, they immediately inform the professional staff	Familiarization with the basic indicators of violence
Guards or external security personnel	Identifying risky situations, preventing violent actions	Prepared to respond and report incidents to the responsible person in the Gymnasium	Completed basic training in communication with students
Students	Compliance with the rules and reporting of violence	In case of suspicion or witnessing, they report to a teacher or professional staff member	Trained on homeroom classes
Parents/Guardians	Collaboration with the Gymnasium, reporting changes in students	They respond if a student reports an experience of violence	To participate in activities for raising awareness

Annex 2

Tables for categorization of violence*

Table 1 – First Level				
Physical violence	Emotional/psychological violence	Social Violence	Sexual Violence/Abuse	Cyber violence
<ul style="list-style-type: none"> - Hitting - Smashing - Pushing - Pinching - Scratching - Plucking - Biting - Tripping - Kicking - Soiling - Destroying of objects 	<ul style="list-style-type: none"> - Mocking - Belittling - Gossiping - Insulting - Name-calling - Swearing - Imitating - Calling out 	<ul style="list-style-type: none"> - Teasing - Ridiculing - Ignoring 	<ul style="list-style-type: none"> - Throwing things / Taunting - Swearing - Negative comments - Sexual gestures 	<ul style="list-style-type: none"> - Occasional harassing phone calls - Harassing SMS or MMS messages - Harassing messages on social media, etc.
Table 2 – Second Level				
Physical violence	Emotional/psychological violence	Social Violence	Sexual Violence/Abuse	Cyber violence
<ul style="list-style-type: none"> - Slapping - Hitting - Trampling / Stepping on - Tearing clothes - Locking up / Confining - Spitting - Taking or destroying property 	<ul style="list-style-type: none"> - Blackmail - Threats - Unfair punishment - Labeling / Stigmatizing - Ban on communication - Exclusion - Rejection - Manipulation 	<ul style="list-style-type: none"> - Scheming / Intriguing - Ignoring - Rejection - Exclusion / Not including - Non-acceptance / Not accepting - Manipulation - Exploitation - Exclusion from the group on discriminatory grounds - Insults and harassment on discriminatory grounds 	<ul style="list-style-type: none"> - Sexual touching - Showing pornographic material - Exposing intimate body parts - Undressing 	<ul style="list-style-type: none"> - Advertisements - Clips / Videos - Blogs - Misuse of forums and chats - Sexual violence in video games - Recording violent scenes with a camera - Distributing private recordings and images without consent

Table 3 – Third Level

Physical violence	Emotional/psychological violence	Social Violence	Sexual Violence/Abuse	Cyber violence
<ul style="list-style-type: none"> - Fighting, choking - Throwing objects resulting in serious physical injuries / requiring medical attention - Attack with a stick, iron, weapon, or other object that can cause serious physical harm or death - Causing burns 	<ul style="list-style-type: none"> - Intimidation through blackmail - Extortion - Restriction of movement - Encouraging the use of psychoactive substances (legal or illegal) - Involvement in cults - Neglect - Intimidation through blackmail 	<ul style="list-style-type: none"> - “Serious” threats to life - Group bullying / gang-up on an individual or group - Discrimination - Organizing closed groups (clans) - Insults and harassment on discriminatory grounds 	<ul style="list-style-type: none"> - Grooming by adults - Solicitation / Enticement - Abuse of power - Persuasion / Inducement - Coercion and forcing into sexual activity / rape - Sexual assault on a child under 14 years - Public sexual acts / exposing sexual behavior to others - Sexual abuse through abuse of position 	<ul style="list-style-type: none"> - Distributing or publishing private recordings and images without consent - Recording vulgar and violent scenes that are widely distributed - Displaying pornographic material - Production and distribution of pornographic material

Annex 3

Violence/Abuse Record Form

1. **Date and time when the violent event/situation happened:** _____

2. **Type of violence / injury to the student** (*please mark*):

- ☐ Physical violence*
☐ emotional / Psychological violence
☐ social violence
☐ sexual violence / abuse
☐ Cyber Violence
☐ Neglect
☐ Other: _____

3. **The violence is happening:**

- ☐ for the first time
☐ repeatedly: _____ (*please state the number of times/occasions*)

4. **Where did the violence happen** (*multiple answers are possible*)?

- ☐ in the classroom
- ☐ in the sports hall
- ☐ in the hallways
- ☐ in the bathroom
- ☐ in the school yard
- ☐ on the way to/from school
- ☐ at home
- ☐ on internet
- ☐ other _____

5. **Who discovered or noticed the violence/violent situation:**

- ☐ Teacher
- ☐ Student witness or student that has found in another way
- ☐ Psychologist/Pedagogue
- ☐ Contact-person for reporting violence or representative
- ☐ Security report
- ☐ School Principal
- ☐ Other School Employee
- ☐ Parent/Guardian report
- ☐ report by the Person subject of the violence
- ☐ Anonymous report via e-mail, website or in the school box
- ☐ Other _____

6. Description of the event:

7. **Participants in the Violence** (*please fill in with numbers*):

7.1 How many victims are involved in the case? _____

7.2 How many perpetrators are involved in the case? _____

7.3 Student victim(s) of violence

Name and Surname: _____

Age: _____

Gender: _____

(The section 7.3, is copied as many times as there are victims in the case and is completed for each victim individually)

Ethnicity:

☐ Macedonian

☐ Albanian

☐ Turkish

☐ Roma

☐ Bosnian

☐ Vlach

☐ Serbian

☐ Other: _____

8. Is the student a child with a disability or with special educational needs?

☐ Yes

☐ No

Questionnaire conducted by:

Date:

Name, surname and signature
