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From: BBC Complaints <bbc\_complaints\_website@contact.bbc.co.uk>  
Subject: BBC Complaints - Case number [REDACTED]  
Date: Oct 19 2021, at 7:42 am  
To: [REDACTED]

Reference [REDACTED]

Dear [REDACTED]

Thank you for contacting us about Don't Exclude Me, broadcast 7th October 2021.

The cameras did not catch everything that had happened prior to the playground restraint scene shown in the documentary. The classrooms were not rigged with cameras therefore it relied on camera operators being present in a classroom to record what was happening at any moment. In this case, prior to the point at which the child runs out of the classroom, there had been some behaviour which was highly dangerous for the other children in the classroom – we do not regard it as appropriate to share any more specifics about this information but it needed to be managed as a matter of urgency. As a result of this behaviour, the child had already demonstrated beyond doubt that he was a risk to himself and to others at that moment. It is understandable that any viewer would be unaware of this previous behaviour as it was not caught on camera but it is an important part of the context in which the restraint took place.

The child had then exited the classroom and further dangerous behaviour continued. Firstly, there was another child in the playground (as seen on camera) who the child threw a ball at. After this he tripped and fell. Given the sequence of all of these events – including those missed by the camera - the decision was made to keep the child safe to reduce the risk of him or anyone else getting hurt. In addition, intervention at this moment would minimise the risk of him being excluded for the day or perhaps even longer. Marie risk assessed the situation before making the decision to contain him. Both the school and Marie were satisfied that the situation was managed appropriately and he returned to class that afternoon and avoided any exclusion.

We do understand your concern about the nature of the restraint used. However, it was used to stop him causing injury to himself or the other child in the playground. In that moment Marie was the only one able to contain and given there was no chair available to place him on, she held him in the most secure way that she could. The technique used remains an acceptable method of restraint if used by a skilled practitioner like Marie but they must be ready to de-escalate in the presence of warning signs. The restraint was used as briefly as possible and entirely appropriately given the danger that the child was presenting to himself and others. We would like to reiterate that at all times, Marie was working in tandem with school staff and SEN co-ordinators as part of the wider care package for this particular child.

We hope this goes some way to explain the context around this scene – some of which was unfortunately not able to be shown in the documentary. We also hope you will be reassured that thanks to the work of the school and Marie that we featured in the documentary, the child concerned is now thriving and is no longer at risk of exclusion.

Best regards,  
BBC Complaints Team  
[www.bbc.co.uk/complaints](http://www.bbc.co.uk/complaints)

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