

Handout 4 – Repair without Excuses or Pressure

A repair cannot erase what happened. It can acknowledge impact, reduce further harm, correct what can be corrected and show what will change. The person affected does not have to forgive, respond immediately or meet face to face.

Five-part repair

Part	Question	Possible wording
1. STOP	What behaviour must stop now?	"I have stopped/deleted/left the chat/asked people not to forward it."
2. NAME	What exactly did I do—without minimising?	"I repeated a rumour and named you."
3. ACKNOWLEDGE	Who or what may have been affected?	"That exposed private information and may have made school feel unsafe."
4. ACT	What safe corrective action can I take?	"I will correct the rumour with the people I told and speak with the teacher."
5. CHANGE	What will be different next time?	"I will not share personal information without permission and will check facts before repeating them."

Avoid these apology barriers

- "I am sorry if you were hurt." (conditional; avoids naming the action)
- "I am sorry, but you also ..." (moves responsibility to the other person)
- "It was only a joke." (centres intention and minimises impact)
- "You are too sensitive." (judges the person affected)
- "I said sorry, so you have to forgive me." (pressures the harmed person)
- A vague promise with no corrective action or behavioural change.

Optional restorative questions

- What happened, from each person's perspective?
- What were you thinking or feeling at the time?
- Who or what was affected, and in what way?
- What is needed now for safety, dignity, information, privacy or practical correction?
- What action is possible, who will do it and by when?
- What support or adult follow-up is needed?
- What will prevent repetition?

Private repair reflection

What happened? Use observable facts.	
What was my intention?	
What impact or risk do I now understand?	
What responsibility is mine?	
What corrective action is safe and realistic?	
What will I do differently next time?	
Do I need an adult, safeguarding or digital-safety process?	