

# Template for National Report on Bullying and Cyberbullying Policies and Practices

**Partner Country:** Italy

**Partner Organization:** Smart Bananas s.c.r.l.

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**Date:** 10/09/2025

## 1. National Policy on Bullying and Cyberbullying

- *Provide an overview of the official national policies, laws, or regulations related to bullying and cyberbullying in schools.*

→ **National Law 71/2017 - Provisions for the protection of minors and for preventing and combating cyberbullying.** It defines the role of the various actors in the Italian school system (Ministry, Regional School Offices, Schools, Teaching Staff) in promoting preventative, educational and re-educational activities. All of these measures - aimed at awareness, protection and education - target all minors involved in cyberbullying, whether they are victims or perpetrators, and without distinction of age within educational institutions.

In particular, the law stipulates that

- i) each school must identify a teacher to coordinate initiatives to prevent and combat cyberbullying, also with the collaboration of the police and youth associations and centres in the area;
- ii) an active role is promoted for students and former students in peer education activities to prevent and combat cyberbullying in schools;
- iii) with a view to educational alliance, the head teacher who becomes aware of acts of cyberbullying shall promptly inform the parents of the minors involved;
- iv) Regional School Institutions are called upon to promote projects developed in schools, as well as integrated actions in the area to combat cyberbullying and educate on legality.

→ **National Law No. 70 of 17 May 2024 - Provisions and mandate to the Government for preventing and combating bullying and cyberbullying.** It extends the scope of Law 71/2017 to include traditional bullying in addition to cyberbullying. It provides for the following:

- enhanced awareness-raising campaigns.
- an obligation for every school to adopt an internal code to prevent and combat bullying and cyberbullying.
- regional services must provide psychological support and educational coordination services.

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- head teachers must activate the procedures provided for, inform the parents of the children involved in bullying incidents, and promote educational initiatives.

Law 70/2024 mandates the Government to take further legislative initiatives (decrees), including further development of the "114" emergency number, surveys to be carried out by the National Institute of statistics (ISTAT), contractual rules for parental responsibility, and prevention campaigns. It also introduces the "Respect Day" (20 January) as a national day for raising awareness of respect, non-violence and prevention of discrimination in schools, and considers amendments to the Student Statute to include active obligations to report bullying.

- *Mention responsible bodies (e.g., Ministry of Education, child protection agencies) and key initiatives.*
  - **Ministry of Education** - Main body responsible for issuing ministerial guidelines for preventing, managing and combating bullying and cyberbullying in schools. It oversees the implementation of training and information projects in schools, such as the *ELISA* and *Generazioni Connesse* platforms (see Section 2).
  - **Prime Minister's Office - Department of Family Policy** - Participates in the Technical Committee for the Prevention and Combating of Bullying and Cyberbullying established at the Ministry; coordinates information campaigns, receives aggregate data from the 114 - Child Emergency number and transmits them annually to the Ministry.
  - **National Institute of Statistics (ISTAT)** - Conducts bi-annual statistical surveys on bullying and cyberbullying, highlighting risk/protection factors and psychological impacts.
  - **School managers (head teachers) and appointed teachers** - Each school appoints one or more teachers to deal with bullying and cyberbullying. These teachers have a mandate for collaborating with law enforcement services and the local community. Head teachers are required to promptly inform families of bullying incidents occurred at school involving their children and to promote educational or re-educational programmes for the pupils who bully.
  - **Student councils and school governing bodies** - The Provincial Student Councils and the National Council submit proposals and opinions on school and educational policies, including those against bullying and cyberbullying. School governing bodies (School Boards, Teachers' Councils, Class Councils, Parents' Councils) may equally participate in proposals and decisions related to measures to counter and/or deal with bullying and cyberbullying.

- *Highlight if there is a national action plan or strategy specifically addressing bullying.*

In March 2025, the Department for Family Policies announced the start of work on the **National Plan to Prevent and Combat Bullying and Cyberbullying**. This plan will strengthen protective measures for minors involved in bullying and cyberbullying incidents, both as victims and perpetrators. The plan will include specific measures in the field of education and training, with the aim of promoting the responsible use of digital technologies among young people and raising awareness of the consequences of bullying and cyberbullying.

As of August 2025 the works are still in progress.

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## 2. Platforms for Pupils and Parents to Report Incidents

- *Describe any national or regional online platforms, hotlines, or services where pupils, parents, or teachers can report bullying or cyberbullying incidents.*
  - **National number 'Emergenza Infanzia 114' (Child Emergency 114)** - <https://114.it/> - Managed by the Department of Family Policy in collaboration with organisations such as the Italian Red Cross and the 1.96.96 "Telefono Azzurro" child helpline. Toll-free number available 24/24, 7/7 for children, parents, teachers, social workers, and anyone who witnesses or suspects mistreatment or abuse perpetrated against children - including bullying or cyberbullying. The contact is direct via either phone call or chat/smartphone, with immediate response by psychologists and specialised operators and the possibility to involve law enforcement services and/or social services in emergency situations. The service is enhanced with geolocation and encrypted instant messaging functions for urgent situations.
  - **School helpdesks** - Schools have anti-bullying helpdesks. These are managed by the appointed teacher(s) and offer an email address and phone number for reporting bullying and cyberbullying incidents. Some schools have also installed a physical mailbox where pupils may drop off their messages. All contacts and reports are handled in a manner that ensures confidentiality and anonymity.
- *Indicate if these services are anonymous, confidential, and how they operate (e.g., available 24/7, supported by psychologists).*

Those who report bullying incidents to the 114 Child Emergency number may choose whether to do it anonymously or provide their contact details. The 1.96.96 service School helpdesks guarantee confidentiality and anonymity of those who report bullying incidents.

## 3. School-Level Policies and Measures

- *Explain the general policy framework or guidelines schools are expected to follow regarding bullying prevention and intervention.*

### **Mandatory school policy against bullying/cyberbullying**

- Appointment of one or more teachers to act as **school representatives against bullying and cyberbullying**. These have to coordinate bullying prevention actions, collaborate with psychologists and law enforcement services as necessary, train colleagues and school staff on bullying prevention, manage the school anti-bullying helpdesk.

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- **Inclusion of anti-bullying initiatives in the Schools' three-yearly educational plans (PTOF):** educational programmes on legality, digital citizenship, respect for diversity; intervention plan in the event of bullying/cyberbullying incidents; training programmes for teachers, pupils and parents.
  - Adoption of an **internal anti-bullying code** defining the following: prohibited behaviours and proportionate educational sanctions; reporting and intervention procedures; roles of pupils, parents and staff.
  - **Inclusion of active commitment to counter bullying and cyberbullying in the "Shared responsibility agreement"** signed by the pupils' families at the beginning of the school year.
  - **Obligation for the head teacher to report and take action.** The head teacher must immediately inform the families of the pupils involved in a bullying/cyberbullying incidents; activate educational, mediation or psychological support programmes, and in the most serious cases, involve the relevant authorities (e.g., social services, law enforcement authorities).
- *Mention whether schools are required to have their own anti-bullying protocols, teams, or action plans.*  
See above.
  - *Provide examples of recommended or mandatory school-level activities.*  
See above.

#### 4. Teacher Training and Capacity Building

- *Describe any national or regional teacher training programs or workshops organized by the Ministry of Education or other agencies on bullying, cyberbullying, or life skills.*
  - **ELISA** - <https://www.piattaforma Elisa.it/wordpress/> - managed by the Ministry of Education - E-learning platform for preventing and dealing with bullying and cyberbullying, addressed to teachers, reference teachers, head teachers. The platform provides online training courses on legal, psychological and technical issues related to bullying and cyberbullying in compliance with National Law 71/2027:
    - Training for school representatives: 25 hours
    - Training for head teachers and deputy head teachers: 5 hours
    - Training for teaching staff: 10 hours
  - **Generazioni Connesse** - <https://www.generazioniconnesse.it/>) co-funded by the European Commission, managed by the Ministry of Education. A project which provides teachers, students and parents with tools and guidelines to promote conscious digital citizenship and online safety against cyberbullying. It is not a channel for reporting bullying.
- *Indicate if there are compulsory training hours, e-learning platforms, or certification schemes for teachers on this topic.*

#### [Sheet Title]

In-service teacher training is "mandatory, permanent and structural" pursuant to Law no. 107 of 13/07/2015 (aka "Good School Law"), though obligation is not mentioned in National Laws on bullying and cyberbullying, which refer to "school autonomy" in this respect.

## 5. Relevant Publications, Reports, and Research

### Research reports (attached)

- Besaldo F. (2022). *Cyberbullismo e didattica digitale integrata*. <https://iris.unibas.it/retrieve/Cyberbullismo-e-didattica-digitale-integrata-x6ru3c.pdf>
- De Santis A, Solinas G., Pensavalle C. (2021). *Percorsi formativi per sostenere il cambiamento individuale: life skills, intelligenza emotiva e cognitive behavioral coach*. (Chapter of a publication of the Italian National Institute of Health -ISS. <https://publ.iss.it/ITA/Items/GetPDF?uuid=39ffb5cb-6b3f-4f53-8909-9fe0d5549688&>
- ISTAT (2025). *Bullismo e cyberbullismo nei rapporti tra i ragazzi (Stat-today)*. Dati 2023 su 11–19enni. [https://www.istat.it/wp-content/uploads/2025/06/Stat-today\\_Bullismo-e-cyberbullismo-nei-rapporti-tra-i-ragazzi.pdf](https://www.istat.it/wp-content/uploads/2025/06/Stat-today_Bullismo-e-cyberbullismo-nei-rapporti-tra-i-ragazzi.pdf)
- Lucini B. (2022). *Bullying and Cyberbullying in Italy: Perspectives from an Educational Context*. Italian Journal of Sociology of Education, 14(1). [https://ijse.padovauniversitypress.it/system/files/papers/IJSE-2022-1-15\\_0.pdf](https://ijse.padovauniversitypress.it/system/files/papers/IJSE-2022-1-15_0.pdf)

### National laws and guidelines (attached)

- Generazioni Connesse – Safer Internet Centre Italia (2018). *Linee guida per l'uso positivo delle tecnologie digitali e la prevenzione dei rischi nelle scuole*. <https://www.generazioniconnesse.it/file/documenti/linee-guida/linee-guida-enti.pdf>
- Italia (2017). *Legge 29 maggio 2017, n. 71, Disposizioni a tutela dei minori per la prevenzione e il contrasto del fenomeno del cyberbullismo*. Gazzetta Ufficiale della Repubblica Italiana, 127 (3 giugno 2017). <https://www.gazzettaufficiale.it/eli/id/2017/06/3/17G00085/s>
- Italia (2024). *Legge 17 maggio 2024, n. 70, Disposizioni e delega al Governo in materia di prevenzione e contrasto del bullismo e del cyberbullismo*. Gazzetta Ufficiale della Repubblica Italiana, 125 (30 maggio 2024). <https://www.gazzettaufficiale.it/eli/id/2024/05/30/24G00086/SG>.
- Ministero dell'Istruzione (2021). *Linee di orientamento per la prevenzione e il contrasto dei fenomeni di bullismo e cyberbullismo*. [https://www.piattaformaelisa.it/wordpress/wp-content/uploads/2021/02/m\\_pi.AOOGABMI.Registro-DecretiR.0000018.13-01-2021.pdf](https://www.piattaformaelisa.it/wordpress/wp-content/uploads/2021/02/m_pi.AOOGABMI.Registro-DecretiR.0000018.13-01-2021.pdf)


## 6. Additional Comments or Observations

### [Sheet Title]

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- *Share any additional relevant information, challenges, best practices, or innovations from your country that could enrich the project's comparative understanding.*

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 **Annexes (if applicable):**

- *Please attach or link to any official documents, reports, or resources you refer to in the sections above*  
See Section 5 above.

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 **Length suggestion:** 2–3 pages.

 **Deadline for submission:** Mid-September 2025.

**[Sheet Title]**

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