

Lamphey Primary School Ysgol Llandyfai



Staff Protection Policy

Policy for dealing with Parent Concerns, Issues and Informal Complaints

Aims

- Ensure parent concerns, issues and complaints are dealt with promptly, professionally and efficiently.
- Achieve a positive outcome to parent concerns, issues and informal complaints whenever possible.
- Ensure that school staff are protected from unfair accusations, intimidating situations and unreasonable expectations and demands in dealing with issues.

How to deal with minor concerns, issues and informal complaints (Please refer to Behaviour Policy.)

- The Head teacher or a Senior Member of staff can attend any meeting on behalf of the school in which a pupil's behaviour and/or academic achievement is being discussed. The school will ensure that the Children Protection Policy is followed regarding the attendees of meetings if an allegation against a member of staff is made.
- Invite parent to speak to the class teacher or other relevant members of staff. An additional member of staff or member of the senior team should be present if it is felt it could potentially be a difficult meeting.
- During the meeting the parent is given time to explain the issue or concern. Actions to find a solution or deal with the issue will be agreed and a follow-up date will be arranged if considered necessary.
- The contents of the meeting and the nature of the concern/complaint is usually recorded by teaching staff.
- To prevent over dependence on teachers' time it is essential proportionality is maintained .

Dealing with complex situations particularly alleged bullying, involving a number of pupils and a number of associated parents. (Please refer to Anti –Bullying /Safeguarding Policy.)

- School staff to attempt to sort out the problem by initial meetings with individual parents/pupils. Incidents to be recorded.
- When a situation arises where the school is dealing with numerous meetings from different sets of parents many of whom have different stories and expect different outcomes regarding the same issue then it may become necessary to offer a Parent Conference.

This is particularly in the case when there is no obvious perpetrator and many children are involved and equally upset about the same issue.

How do Parent Conferences Work?

- All parents of the children involved are invited. The aim is to give everyone a voice that can be heard by all stakeholders at the same time to reach a positive and agreed outcome to present to their children.
- Member of Senior Leadership Team to chair the meeting/conference.
- Key staff are to be invited to provide relevant information.
- Each parent/set of parents are invited to share their concerns and how the situation is affecting their child(ren).
- The staff and parents will discuss the situation and agreed a set of actions to form a solution. Monitoring arrangements will also be agreed.
- The outcomes and monitoring arrangements will be recorded.
- Parents to support each other in finding and maintaining a solution. Parents to feedback any agreed actions to their children.

Dealing with difficult parents during Parents' Evening or any other parent meetings?

- If a member of staff is made to feel intimidated or uncomfortable in a Parents' Evening meeting then it is recommended to quickly bring the meeting to a safe close. The parents' name and the reason for the intimidation etc. will be recorded. In subsequent Parents' Evening the Head teacher or Deputy Head teacher will always be present at the meeting to offer support to the member of staff or at the very least remain very vigilant during the meeting.

Dealing with very distressed, upset or potentially volatile parents?

When meeting very distressed parents the following points must apply:

- If staff have any concerns about their well being then a second member of staff must always be in attendance at the meeting.
- Every effort is to be made to calm the parents and to reassure them that we will work hard to achieve a positive outcome. Agreed actions and a way forward will be discussed.
- If parent/s remain angry/annoyed/distressed and members of staff are intimidated or made to feel uncomfortable in any way then the meeting is to be immediately postponed. Staff **MUST NEVER** put themselves in a vulnerable situation with angry or potentially dangerous parents. If a meeting is postponed then an alternate date is agreed as soon as possible.
- If a member of staff is subjected to serious aggression then the LA helpline will be activated resulting in parents/s possibly being banned from the school premises.
- In extreme cases the police may be called to remove an angry or potentially dangerous parent from the school premises.

Dealing with parents who are overly demanding and/or threatening or insensitive to staff.

- When meeting parents who have a history of being very difficult to deal with etc. then it is important that staff welfare is protected. An additional member of staff or member of the senior team should always be present at meetings when dealing with such parents.
- During the meeting the parent is given time to explain the issue or concern. Actions to find a solution or deal with the issue will be agreed and a follow-up date will be arranged if considered necessary. The Senior Manager will take the lead at the meeting.
- The contents of the meeting and the nature of the concern/complaint is usually recorded by teaching staff.

This policy will be monitored and reviewed whenever necessary and was agreed by the Governing Body of Lamphey Primary School on:

Date: March 14th 2017

Signed: _____ (Chair of Governors)

Signed: _____ (Headteacher)