

Document Control			
Policy Name	Dealing with Abusive Parents	Date Approved	22 nd March 2018
Status	Approved by Board	Review Date	Spring 2020
Committee	Pupil Achievement	Version Number	2.0

Dealing with Abusive Parents Policy English Martyrs Catholic Primary School

“Working together to provide the very best in Catholic Education”

“There is a variety of gifts but the same Spirit gives them. There are different ways of serving but the same Lord is served. There are different abilities to perform service, but the same God who gives ability to all for their particular service. The Spirit’s presence is shown in some way in each person for the good of all.”

1 Corinthians 12: 4 - 7

(This document should be read in conjunction with the School Complaints Procedure)

Introduction

- 1.1 We believe that our school provides a good education for all our children, and all staff work very hard to build positive relationships with all parents.

However, the school has procedures in place in case there are complaints by staff about the behaviour of parents.

The following policy sets out the procedures that the school follows in such cases.

- 1.2 In this policy ‘parent’ includes ‘guardian / carer’.

Aims and Objectives

- 2.1 Our school aims to be fair, open and honest when dealing with parents. We give careful consideration to all concerns and deal with them as swiftly as possible. We aim to resolve any conflict through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues.
- 2.2 If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child’s class teacher initially. If needs be the Key Stage Manager, Deputy Head, Assistant Head or Headteacher may be involved.

We expect a level of courtesy and politeness to be observed by all in our community while on the school premises.

Rudeness and threatening behaviour will not be tolerated.

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The Complaints Process

3.1 All staff work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem. So that they can take action before the problem seriously affects the child's progress.

Parents are encouraged to work in partnership with the school and staff are happy to liaise. **However, staff should feel safe and secure in our school and should not feel abused or intimidated by parents.**

3.2 Where a parent is known to have been rude or abusive to staff the following procedures should be adhered to:

- ◆ If parents demand to see staff at an inappropriate time then the 'Alert' notice should be sent to the office.
- ◆ If an appointment has been made the meeting should take place in an open area or Headteacher's office, if possible.
- ◆ Staff should ensure that another colleague is present.
- ◆ Notes should be made by the observer.
- ◆ Appointments with the Headteacher should be made via the office.
- ◆ If the parent wishes to speak to staff on the phone, the parents should be advised that the phone call may be recorded.
- ◆ Staff will not be bullied into responding to unrealistic demands.
- ◆ If a parent is unacceptably rude in a meeting or phone call staff may say 'I am not prepared to continue this conversation' and leave the venue (or put the phone down).
- ◆ Any meeting with the Headteacher will be followed up by a letter to the parent outlining the meeting and the outcomes.
- ◆ If the parent continues to be abusive the Headteacher or Governors may write to the parent banning them from the school site in line with the guidance from the legal department of Reading Borough Council.

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Monitoring and Review

- 4.1 The Governors monitor the number of incidents in order to support staff. The Headteacher logs all incidents and records how they were resolved. Parents may have access to these records in line with the RBC Data Protection Guidelines.

Equality of Opportunity

- 5.1 In light of the 2010 Equality Act, this policy has been written with due consideration to its potential impact (both positive and negative) on the many diverse groups of adults and children within the school. The school has ensured that to the best of its knowledge, the statements and procedures set out in this policy do not discriminate unjustly against any such groups or individuals.

Approved by governing body on 22nd March 2018

Signed by: *Chris Tracey* Chair of Governors

Review: Every 2 years