

ST. ALOYSIUS' CATHOLIC JUNIOR SCHOOL

POLICY FOR DEALING WITH CHALLENGING PARENTS

Through Jesus, we learn, love and grow together

INTRODUCTION

The Governing Body expects our parents and staff to be courteous and respectful to one another and there are procedures for dealing with any failure to meet our expectations. The safety of our staff is of the utmost importance and we view any attack on a member of staff, whether physical or verbal, as being extremely serious.

Members of staff must take the necessary precautions to protect themselves from confrontations with parents. However, they are permitted to take reasonable steps to defend themselves from physical assaults.

PROCEDURES FOR DEALING WITH ASSAULTS ON STAFF

- ◆ All assaults, whether verbal or physical, will be logged and the details forwarded immediately to the Chair of Governors.
- ◆ In the event of a physical assault, the police will be called and the member of staff will be encouraged to take legal action.
- ◆ The Chair of Governors will invite the parent concerned to a meeting in which the parent will be excluded from the school environment for as long as is deemed appropriate by the Chair and the Head Teacher.
- ◆ A letter will be sent to the parents, detailing the reasons for and the duration of this exclusion. A copy of the letter will be kept on file and forwarded to the receiving school.
- ◆ The Governing Body will review all instances of assault at the end of the academic year and the measures taken to deal with the problem will be evaluated.

GUIDELINES FOR AVOIDING ASSAULTS BY PARENTS

- ◆ All visitors to the school must first report to the office and sign the Visitor's Book.
- ◆ Parents should only be seen by appointment and another member of staff must be present or in an adjoining room with both doors ajar.
- ◆ When staff are in meetings with parents they must place themselves within easy reach of the panic button in the medical room, the reception or in the Headteacher's office. On hearing the panic alarm other staff must respond immediately.
- ◆ If it appears that a parent is becoming increasingly fractious please use the script, "It is in everyone's best interest if we end the meeting now" and leave the room.

This policy was agreed on Thursday 30th June 2016 by the Governing Body
Review and update by Summer 2020

Signed.....
Chair of the Governing Body

