

Christ the Teacher Catholic Schools

ADMINISTRATIVE PROCEDURES

SECTION:	100 – GENERAL ADMINISTRATION	CODE:	AP 176
PROCEDURE:	ANGRY PARENT(S)		

BACKGROUND

All teachers and principals must deal with angry parents from time to time. In those times of heated passions, our responses carry great weight. A miscalculated response can backfire; it can fan the flames of a parent's upset and even burn bridges we've worked hard to build between school and home. That's why experienced staff use techniques aimed at extinguishing fires before they develop into full-fledged infernos. The key to controlling the blaze is listening.

Whether we think they are justified or not, it is important for educators to treat difficult parents with the same respect as they treat any other parent in any other situation. That means keeping emotions in check, choosing words carefully, looking them in the eye, and being friendly and direct.

The first step is to understand parents. It is only after we make an honest effort in this regard that we can really hope to employ procedures to effectively deal with them. In the majority of situations it is usually possible to prevent violent confrontations by employing non-physical methods (e.g. use of personal relationships, diversion of attention, group pressure).

PROCEDURES

1. Staff Response

- 1.1 Be courteous and confident.
- 1.2 Remain calm.
- 1.3 Direct students and staff away from the angry parent.
- 1.4 Do not touch.
- 1.5 Keep at a reasonable distance.
- 1.6 Listen.
- 1.7 Allow the opportunity to vent.
- 1.8 Meet in a neutral, protected location.
- 1.9 Leave door open or have another staff member join you.
- 1.10 Avoid blame – focus on what can be done.
- 1.11 Ask:
 - “How can I help you get the services you/your child needs?”
 - “How can we work together?”

“What kinds of support can we put in place to help your child succeed?”

- 1.12 If a parent refuses to calm down or uses profanity, calmly explain that they will have to have the conversation at another time. Make sure the parent understands that you are there to listen to the message – not the inappropriate language and angry outbursts.
- 1.13 If a parent is completely out of control and is a potential danger to staff or students the Principal shall implement a school lockdown and call the RCMP.

Reference: Sections 85, 87, 108, 109, 148, 151 Education Act

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