



Protocols for Parents/Guardians Meeting with Staff Members outside of Parent Teacher Meetings

Brought to Staff on 14th March 2023

Brought to BOM on 16th May 2023

Policy Statement

Work-related aggression and violence can diminish the quality of working life for employees, compromises organisational effectiveness and impacts negatively on the provision of services. The Board of Management of Blackwater Community School has adopted the EU definition of work-related aggression and violence as:

“Any incident where staff are abused, threatened or assaulted in circumstances related to their work, involving an explicit or implicit challenge to their safety, well-being or health”.

Ensuring the safety of the whole school community is a priority concern for Blackwater Community School. BCS is committed to creating a safe environment within which to work or be educated. BCS does not tolerate verbal or physical harassment in any form by employees, students, parents/guardians, or members of the public. While it is accepted that the provision of education can involve situational conflicts, this recognition should not be equated with considering any form of aggression and/or violence as being acceptable.

The aim of the policy is to bring about a reduction of any foreseeable acts of aggression and violence. In addition, the aim is to ensure that appropriate measures are in place to provide protocols in the workplace in relation to the risk of aggression and violence. Where a risk is identified and assessed, BCS is committed to making considered decisions around providing staff with a safe working environment while continuing to focus on teaching & learning for students.

This policy is set in the context of the Safety Health and Welfare at Work Act 2005 and associated regulations. BCS is committed to ensuring so far as is reasonably practicable the safety, health and welfare of employees, students, parents, visitors, contractors, and others who may be affected by our activities.

***Purpose:** To avoid conflict and unacceptable behaviour in meetings.

Agreed Protocols:

1. When contacting the office, Parents/Guardians will be reminded to contact the staff member by email on their school account during school hours. Please do not contact staff outside of school hours, night, weekend, or holiday time.
2. Parents are asked not to engage staff in school matters outside the school environs as this may compromise the staff member and GDPR regulations.
3. When a parent wants to meet with a teacher, they submit a request in an email or letter with the details of the content and purpose of the meeting to the teacher.
4. The teacher will respond to the request and schedule a meeting (if necessary), which they may decide happens with the Principal or in his absence a Deputy Principal. However, the teacher has the right to respond individually to this communication if he/she wishes.
5. The tone of language used at the meeting must be civilised and respectful between all present at the meeting in keeping with the ACCS dignity in the workplace charter adopted by BCS.
6. The Parent/Guardian must respect the right of each teacher to dignity in their working life.
7. When the tone of language is inappropriate or not conducive to a productive discussion, the meeting will be concluded by the teacher and/or Principal (Deputy Principal) at their discretion.
8. When the meeting is inconclusive, the Principal/ Deputy Principal will strive to reach a resolution while communicating to each person separately.
9. Equally, it is expected that the tone and language in emails, is conducive to a productive and constructive discussion. If this is not the case, the Principal will intervene to protect the dignity of the staff member.
10. Parents will be asked to sign up to these protocols as an agreement on communication between parents/guardians and staff.
11. These protocols will be referred to with Parents/Guardians in advance of any meeting with staff members.
12. When the behaviour of a Parent or Guardian is aggressive or violent the Principal / (Deputy Principal) will demand the person to leave the premises, An Garda Siochana will be notified if required

*A customised bounce back email can be added to staff emails at individual requests.

Signed: _____ BOM May 2023