Guidelines for dealing with agitated and aggrieved Parents

This guideline is applicable to: Victor Harbor Community Kindergarten Staff.

DOCUMENT CONTROL

<table>
<thead>
<tr>
<th>Managed by:</th>
<th>Responsible position:</th>
<th>Version:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Taylor</td>
<td>Director</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact number:</th>
<th>Approved by:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>85522028</td>
<td>VHCK Governing Council</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date approved:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Next review date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
</tr>
</tbody>
</table>
1. TITLE

“Dealing with Agitated Parents”

2. PURPOSE

To implement a calm and orderly process through restorative practices by staff when confronted by parents in an emotionally charged situation.

3. SCOPE

For the Staff at the Victor Harbour Community Kindergarten

4. OBJECTIVES

*To resolve parent grievances and distress through fair process principles and limit the disruption to the function of the Kindergarten.
*For staff to be mentally prepared for such situations to limit their own psychological stress.
*To re-frame parents behaviour for better understanding of their fears and possibly why parents act in a certain way.

5. GUIDELINE DETAILS

5.1 “Restorative Practices.”

The idea of “Shame” as a lens to view a parents’ behaviour.

*It uses the mum factor -(“What would my mum say? “)
*It provides a tool for understanding possibly why people act in a certain way.
*Shame is “not wanting to cause disapproval”. – It’s part of our social order.
(See attached “Compass of Shame”)
Go to one of the points of the Compass to consider a parent’s actions.
*Use this tool as a way to re-frame people’s behaviour.
*When re-framed - it puts you in a position of understanding their fears.
*Parents maybe are being unrealistic in their exceptions of the Kindergarten because of their fear .Maybe a parent feels “ I’m not a good enough parent – I feel a sense of shame and thus I act…..”
5.2 **Using Fair Process principles**  
(see attached sheet.)

*Have a conversation with concerned parent in a non-threatening manner  
(Remember the compass of Shame)  
*Use a questioning style- engages with parents.  
*Always frame it as a question – “Tell me about ….”

**Be non judgmental in questioning**  
*When you engage in a meaningful way – a sense of trust develops.  
*It’s important to consider whose opinion matter to them – the key people in  
their life. Once you work this out, you will be able to connect to them – to  
raise consciousness to the way they are behaving.  
* To see parents and the world they operate in by using restorative practices.  
Your approach could help parents experience services in a positive way.

### 6. ROLES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Party / Parties</th>
<th>Roles and responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director</td>
<td>Responsible for maintenance and regular review of this policy</td>
</tr>
<tr>
<td>Staff</td>
<td>Responsible to follow and implement strategies of this policy</td>
</tr>
</tbody>
</table>

### 7. MONITORING, EVALUATION AND REVIEW

Review Guideline annually.

### 8. DEFINITIONS AND ABBREVIATIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agitated</td>
<td>To disturb or excite into tumult, perturb( greatly disquiet in the mind)</td>
</tr>
<tr>
<td>grievance</td>
<td>Grounds for compliant</td>
</tr>
</tbody>
</table>
distress  Anxiety

**Fair process principles**  A process based on a just method of dealing with grievances – incorporating engagement, explanation and expectation clarity.

frame  a system, a structure

**Non-judgemental**  Not forming an opinion, notion or conclusion

shame  The feeling arising from the consciousness of something improper or with regret

**Restorative practices**  Processes that focus on the needs and responsibilities of those involved

aggrieved  distressed

### 9. ASSOCIATED DOCUMENTS

DECD Parent Grievance procedure

### 10. REFERENCES


*Nathanson’s Compass of Shame . 1992

* DECD School Care Web site  [www.crisis.sa.edu.au](http://www.crisis.sa.edu.au) – Critical Incidents Approach  
(Downloaded Resources in Separate Folder )

*Team Meeting with Cheryl Bevan(Manager Support Services) 3/4/13  
DECD F.K.I Regional Team Noarlunga.