

## **School to implement new communication protocols following complaint from parents of SEN pupil**

A complaint about a teacher's methods and behaviour which impacted on a Special Educational Needs (SEN) pupil, has resulted in the school's Board of Governors (BoG) reviewing its training and communications protocols following our assessment of the case.

Parents complained stating that the behaviour and teaching style of the teacher was having a detrimental effect on their child. Their child, who suffers from situational anxiety and alopecia, was withdrawn from class and anxious about attending school. In addition, this case highlighted miscommunication and understanding in the school's awareness of the pupil's SEN, and across the inappropriate channels used by the teacher to reach the parents.

Investigators from this Office contacted the school to resolve the parent's complaint. After engaging with the BoG, they confirmed that they would implement the recommendations set out in the report from the Council of Catholic Maintained Schools, which include:

1. Undertaking a review of the management of parental complaints and ensure measures are put in place to address issues of parental concern in a timely, open, and transparent manner,
2. Identify and put in place strategies to facilitate any future interaction between the teacher in question and the parties to this complaint, and
3. Provide training on behaviour management strategies to the teacher in question.

In addition, the BoG advised that they would be developing a set of protocols for managing communications between the school and parents to include the importance of recording information, and in the inappropriateness of Facebook for teacher to parent communications.