

# RESPONDING TO PARENT CONCERNS

WHAT TO DO WHEN PROBLEMS ARISE

## PARENT-TEACHER INTERACTIONS

### Ask Questions

Check to see if the district has a policy on parent complaints.

### Try not to be Defensive

You share a common goal with parents to help their children succeed in school. Try to approach every conversation with that in mind.

### Unreasonable Requests

If a parent makes an unreasonable request, respond in a friendly, firm manner and try to work it out. For example, a parent wanting you to call every night to report on a child's performance can be informed: "I'm sure you understand I have many students and am not able to provide nightly updates. However, I have a suggestion..."

### Protect Yourself

Keep a log of all parents contacts (phone calls, visits, letters, etc.), noting date, time, place, and what was discussed. Keep copies of all documents. If a parent complains to you, consider going to your Association/Worksite Representative on your principal and tell him/her about the complaint.

