**For both scenarios consider what actions you would undertake and in which order:**

**Scenario A**

As you walk through reception you are confronted by an angry parent. As soon as they have your attention, they begin shouting and swearing at you. You quickly understand that there has been a fight involving their child who has just called the parent on their mobile. The parent is demanding to see a colleague who they blame for letting the fight happen in their class. They are also demanding they see the Headteacher as their child has been assaulted. They are threatening to call the police if both aren’t brought before them straight away! The only other people in reception are two visitors who you do not recognise.

**Scenario B**

At year 11 parents evening you are surprised by the hostility from a married couple who have accused you of failing their child. The student has been in your class since year 10 and you believe you have a good professional relationship with them. The student has a specific learning needs and is currently performing a little below their target grade. You are aware the student wants to stay on to Sixth form but is currently performing well below the level they need to gain a place including in your subject.

The couple, while not shouting or swearing, are openly hostile which is drawing attention from other parents and colleagues nearby. They have stated that you have failed to meet the needs of their child and that they know other parents feel the same.