

## **School offers resolution to parent after teacher's decision to show pupils a horror video**

A child was left traumatised and deeply upset after being shown a video as an example of horror content, for the genre writing topic in school. Parents of the child complained to the school describing the content as highly inappropriate. The child was unable to sleep at home without a parent present and was anxious about attending school.

After complaining to the school, the parents felt that they were no further forward in the issue being addressed, and in seeking clarity around the complaints process of the school.

Investigators from this Office contacted the school to try to resolve the parent's complaint. After engaging with the Board of Governors (BoG) the following settlement/remedial actions were put in place:

- The parents would meet with the teacher in question to recognise that their child should not have been shown the video and to receive an apology for the distress caused.
- The Chair of the BoG to write to the parents to detail what happened in receipt of their complaint, helping to provide acknowledgement of the importance of communication in the process.
- The teacher is to provide an apology to the class.
- The school is to provide new instruction that teachers should not be acting in isolation, and any videos etc. shown to classes will need prior approval.