

**Tracie Chambers-Clark**

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**From:** Bernard Hill  
**Sent:** Friday, 8 October 2010 10:06 AM  
**To:** WD  
**Subject:** Pastoral Care & Assistance  
**Attachments:** Pastoral Care and Assistance FAQ v 08.pdf; Pastoral Care and Assistance Claim Form v 08.pdf; Pastoral Care and Assistance doc v 08.pdf

Dear WD

Please find attached the Pastoral Care & Assistance policy and other documents for your information.

Some points that I made in my telephone call and which may be of help in thinking about how to respond to complainants:

- Try to ask people what they would like to help them with their healing (or at least use a term that sets up a different paradigm to the legal/cash one).
- The more opportunities that people have to feel listened to and even just to vent – the more they will feel that they have been cared for.
- Aim to be as open, humble, apologetic, pastoral and caring in all your communications as your lawyers will allow you (!) – even potentially thinking beyond remedies and actions that the school can offer – e.g. point them to criminal injuries compensation??
- People will usually express and articulate their range of emotions in terms of money – both because that's the language of society and the only language of lawyers.
- Try your best to manage their expectations – you will note that the PC&A documents clearly state both the maximum amount available and the way in which an amount will be assessed.
- If people threaten legal action, then don't argue with them, get defensive or shut down engagements – just acknowledge that they can take that action if they wish, however you will continue to provide them with support. (Almost all of my complainants start by threatening to go to the media or to sue us or both – not yet has done either...yet.)

From what you've told me, I think that you're on the right track – and it's not an easy path to walk.

Let me know if I can assist in any other way.

Take care WD

Bernard

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 Bernard Hill

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