



Policy Number: 19	
Title: Working with parents and carers	
Compiled by: Lucie Nolan	
First Issue Date: January 2011	
Reviewed by: Care Standards Officer	
Review Date: February 2018	Planned Review Date: January 2019
<p>Contents</p> <p>Fostering good relationships.....2</p> <p>When relationships become difficult2</p> <p>Restrictions.....3</p>	

Date ratified by Governors:

Signed:

Mary Hare School Working with parents and carers policy

Mary Hare School is committed to establishing and maintaining good relationships with parents and guardians. We are committed to open and honest communication and information sharing at all times.

Fostering good relationships

1. The following practices help to promote good relationships with parents and carers:
 - Pupils are actively encouraged and enabled to contact their parents and family members whilst living at school.
 - Parents are encouraged to visit the school frequently and to get to know care staff.
 - When collecting pupils at the end of the school week, care staff are available in the houses to offer parents or family members a hot drink and to catch up with the events of the previous week.
 - Parents and carers are able to meet with their children in comfortable and private surroundings.
 - Parents are encouraged to be part of our community by attending Sports days, Summer productions and other special events.
 - Care staff are always represented at PTA meetings and give brief updates and reports from the boarding houses.
 - Care staff are in regular contact with parents by telephone and email, they also have access to minicoms, to share good as well as bad news and any welfare concerns relating to pupils.
 - There is a specific area of the school online portal where parents can access information about upcoming events, the PTA and policy documents.

When relationships become difficult

2. These guidelines can be referred to if relationships with parents or carers become difficult:
 - An unhappy parent or carer should be responded to as soon as possible. Try to ascertain what the problem is and assure them that everything will be done to resolve it.
 - If it is not possible to resolve an issue straight away, the parent or carer should be informed that the matter is being looked into and they should be kept updated as appropriate.
 - Where a pupil has been involved in an incident, parents or carers should be contacted as soon as possible. The situation should be explained to them and they should be informed of any action taking place.

- If a parent or carer becomes abusive or aggressive, politely but firmly bring the conversation to an end. The Head of Care or Vice Principal should then be informed so that they can contact the parent.
- Professional boundaries must be maintained with the most friendly parents so that fair and consistent care of the pupil can be applied without favouritism.
- If other methods fail, explain to parents and carers how they can access the complaints procedure.

Restrictions

3. Any lawful restriction of contact with parents, family members or other persons is strictly adhered to by the school. Information regarding this is included in the pupil's individual care plan file and a risk assessment is completed and reviewed regularly. All relevant staff are made aware of contact restrictions and what to do should these be breached.
4. The following policies can be read in conjunction with this one, accessible via the school website and portal:
 21. *Complaints and representations procedure,*
 26. *Mobile phone policy*