

# L A S K

## Working in Partnership with Parents Policy

It is very important for your child that we work in partnership. This will give your child continuity of care and (s)he will not become confused with different standards of behaviour and boundaries.

As Parents you are the central adults in your child's life and the ones making decisions on their behalf. LASK will endeavour to work closely with you in order to carry out your wishes for your child wherever we can. It is therefore important that we have an excellent communication system.

At LASK we are always happy to discuss your child at any time that is convenient to us both, whether in person or over the phone.

If communication from parents/carers to our staff becomes aggressive and/or intimidating, in the first instance (normally within 3 working days) a meeting will be made to discuss any concerns you may have, this meeting will involve the Manager and possibly the School Head Teacher or Deputy Head Teacher. LASK has a "zero tolerance" policy and will investigate vigorously any allegations of bullying or harassment, regardless of whether the matter has been raised formally or informally. We reserve the right to cease caring for a child if the behaviour of a parent/carer towards our staff continues in an unacceptable manner or is deemed as bullying. (See our Adult to Adult Bullying policy).

We would also appreciate it if you could inform us if there are any changes to contact numbers for yourselves, including work and mobile numbers and those of your emergency contacts.

As your child grows and develops issues will crop up that are very important for us to discuss in order that we can work together and your wishes be incorporated into our care routine for your child.

If we have any concerns about your child's behaviour, development, eating etc we will share them with you and if necessary work with you to seek support from outside agencies.

If you have any concerns or issues regarding the care we are providing for your child please do let us know. Often a concern is a simple misunderstanding that can easily be resolved; un-aided it can fester and become a major issue.

We are very much looking forward to working in partnership with you to care for your child.

This policy was adopted by: LASK	Date: 1/9/18
To be reviewed: 1/9/22	Signed:  Patrick Franks