

Communicating with parents and caretakers

- Encourage the involvement of parents/carers/children/community as much as possible through, for example, membership on committees or steering/planning groups as well as involvement in day-to-day activities.
- Make sure you know who has responsibility for the care of a child in any programme or project and have a record of their contact details.
- Ensure that staff are easily identifiable when at work, for example by wearing a T-shirt or badge.
- Obtain parental consent for activities whenever possible.
- Make sure that communications between the organisation and parents/carers/children/community leaders take account of language or communication differences.
- Make sure that parents, children and relevant others know about your child protection policies and reporting procedures.
- Devise a complaints procedure and make sure it is publicised and that everyone knows about it.
- Involve parents, as well as children, in developing codes of good behaviour eg about anti-bullying etc.
- Devise ways of obtaining feedback from parents/carers/children/the community to find out what you are doing well, what's not working and to check what people know about the organisation and how it works.