

## Parent/Carer and Professionals conflict resolution procedure

### Policy Control Page

<b>Responsible Person</b>	Principal
<b>Approved By</b>	SLT
<b>Date of Last Approval</b>	11 <sup>th</sup> November 2024
<b>Next Review Date</b>	2 yearly – Nov 2026
<b>Procedure Applicable to</b>	Education and Therapies
<b>Status</b>	Approved by Therapies Manager and team Approved by SLT

Date	Version	Person	Change / Action
17/09/2024	1	SD/JH/RS/SJ	Adoption of Policy
11/11/2024	1	SLT	Approved at SLT

To be read in conjunction with the complaints policy.

We recognise that being a parent/carer of a deaf young person with additional needs or complex needs or for that matter any child/young person with SEND is often a frustrating and traumatising journey for families, due to funding issues and wider challenges including discrimination to children/young people with additional needs.

Here at the Deaf Academy, we pride ourselves on building positive and meaningful relationships with parents/carers. When any concerns are raised, we will always work in a collaborative approach with yourselves in the hope to resolve issues quickly.

### **Sharing reports with parents/carers**

Where reports are generated by professionals (The Deaf Academy's member of staff/contracted professional acting on behalf of The Deaf Academy), they will be shared with parents and carers for factual accuracy. In the vast majority of cases, there is an agreement on the report content between all parties.

Where a parent/carer wishes to dispute or raise concerns regarding the professional's report in relation to their child/young person, they may follow this protocol. This will allow all parties to come to a suitable agreement.

There will be an initial discussion with the report's author and the parents/carers to explain any issues and if no resolution can be agreed, this will move onto stage 1.

### **Stage 1: Mediation and discussion**

We hope that many of the enquiries and concerns raised can be dealt with satisfactorily by the professional member of staff or a senior leader, without the need to resort to a formal procedure of complaint. Parents/carers will be invited to a telephone call meeting or face-to-face meeting with the manager to discuss their concerns and to outline what outcome they are looking for. We aim to organise this meeting as soon as practical.

#### **Format of meeting:**

- a. The manager will request written reasons from the parents/carers for their disagreement with the report.
- b. A minute of the meeting will be taken by the Executive Assistant to the Senior Leadership Team.
- c. The decision to accept or decline the parents/carers reasons must be cleared and authorised by a member of SLT (presented by the line manager).
- d. The outcome of the decision will be communicated to the parents/carers by the line manager.

If no resolution can be found, parents/carers may follow stage 2.

### **Stage 2: Independent review**

If no resolution can be found following stage 1 of mediation and discussion, parents/carers may seek an independent peer review for a second opinion. This independent peer review will be chosen by The Deaf Academy.

This is an independent peer review and not an investigation. A peer professional will be contacted and asked to conduct a literacy review and will draw a conclusion which will be shared.

The commissioning authority will be notified of these stages and informed of conclusions. Following this, if no resolution is sought, parents/carers are to follow the complaints procedure.