

Future Roots Communication Policy

Guidance For Parent Carers - How We Communicate With You



Our Promise to You:

At Future Roots, we want every parent, carer, and participant to feel informed, respected, and supported. Good communication helps us work together for the best outcomes for your child.

When and How to Contact Us:

Our Working Hours: You are free to contact us Monday to Friday, 9:00 a.m. to 5:00 p.m. We are not able to respond or you outside these times. However we will do so as soon as possible during the next working day.

If You Need Us: You can call, email, or ask for a meeting if you have questions or concerns. Future Roots 01936 210703 office@futereroots.net

How We Communicate:

We use different ways to keep in touch, depending on the situation: We will always make sure we communicate with you using the methods you prefer.

Please let us know the best ways to contact you.

Phone Calls:

For urgent or sensitive matters (like safety, illness, or important concerns), we will call you as soon as possible during our working hours.

We may also call to arrange meetings or follow up on something you've asked about.

Emails:

For general updates, reminders, or information that needs to go to a group.

To confirm what was discussed on the phone, so there's a written record.

Letters:

For formal responses or as a reply to a letter you may have sent to us, or as part of a formal process requested by a partner agency.

Meetings:

For in-depth discussions, either in person or online. We'll arrange these in advance. Meetings may also be convened by others like Schools or Children's Services. If we are attending you should be informed

Website:

We may share general news or updates on our website, but we never post sensitive information about you or your child. If we would like to use pictures or information about your child then you will always be informed and your consent sought prior to any publication.

Our Communication Principles:

Clear - We use simple, easy-to-understand language. If you need information in a different format (like large print or another language), just ask.

Timely - Wherever possible we aim to respond to you the same day during working hours, or as soon as possible if it's urgent.

Respectful - We value your views and will always treat you with respect.

Confidential - We keep your information private and safe, following data protection rules.

Professional - We keep things professional and always put your child's welfare first.

Keeping Everyone Safe:

We never discuss sensitive issues by unsecured email or on social media.

We keep records of important conversations, especially about safety or safeguarding.

We respect confidentiality but sometimes, we may need to share information to keep your child or others safe, even if you ask us not to. We always follow our safeguarding policy.

If You Have a Concern:

If you feel something hasn't been handled well, please let us know. If we can't resolve it together, it will be passed to a manager or director to help find a solution.

Help Us Improve:

We review this policy every year and welcome your feedback. If you have suggestions, please share them with us.