**Parents Charter**

**This charter has been produced following feedback from parents and carers in County Durham and is an agreement between professionals and said parents and carers.**

**I will...** - signpost parents and carers to relevant staﬀ, services and areas of support as early as possible

* *actively seek and respect the views and opinions of parents and carers as well as their children or young people*
* *involve parents and carers from the start and keep them up to date with changes in a timely manner*
* *communicate and give information in a variety of ways that is preferable to parents and carers eg, text, face to face, email*
* *read basic background information on the child or young person in areas of Special Educational Needs and Disabilities*
* *relay information regarding children directly to parents and carers or anything passed on to a young person will also be passed on to the parents and carers*
* *treat your child or young person as an individual*