

Inverclyde Family Contact Centre

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INVERCLYDE FAMILY CONTACT CENTRE

INFORMATION SHEET

Welcome to Inverclyde Family Contact Centre.

A decision has recently been made for your child/children to attend the Contact Centre to see either a parent or grandparent.

Staff at the Centre are totally focused on the wellbeing and best interests of the child and all decisions made will reflect this.

No-one will be admitted if they are under the influence of alcohol or drugs.

Please leave aside all differences or issues that you have with your former partner for the hour or so that you are in the Centre.

Please let us know as soon as possible if you are unable to attend, or if you have any concerns. Attendance, latecoming and concerns are recorded, and reports are produced for Court Hearings.

Please do not ask staff to pass messages on to your former partner unless it is directly about contact or future absences, holidays etc.

Reports and updates are submitted to both lawyers. Any information that is deemed by staff to be relevant will be included in these reports.

Concerns or complaints should be brought to the attention of the Co-ordinator. If matters fail to be resolved, the Complaints Procedure should be followed. Information is available in the Centre.

Part of the service that we offer, is that parents do not have to meet unless they wish to. However, if it becomes necessary to assist a child settle, a parent will be asked to take their child to the other parent and, possibly, stay in the room for a short time. Staff will be on hand to help and support, should this situation arise.

We hope that, by working together, your time at the Contact Centre becomes a happy experience for your child and a difficult situation can be made easier for you as a parent.

It is permissible to take photographs of your child in the Centre, but these photos, whether or not they identify the Centre, must not be displayed on Social Networking Sites.

Margaret Foggie

On behalf of the Trustees



Inverclyde Family Contact Centre is a Charitable Trust, Scottish Charity Number SC 035041
The Trust was set up by and has support from The Church of Scotland Presbytery
of Greenock & Paisley.

Queen's award for voluntary service in the community