

Inverclyde Family Contact Centre

6 Jamaica Street, Greenock, PA15 1XU

Telephone: 07890 520196

www.familycontact.org.uk

Email: info@familycontact.org.uk

INVERCLYDE FAMILY CONTACT CENTRE

INFORMATION for PARENTS

August 2021

Welcome to Inverclyde Family Contact Centre.

A decision has been made for your child/children to attend the Contact Centre to see either a parent or grandparent. This is a “supervised venue” so during a contact session the parent/grandparent having contact is responsible for the care of the child but the staff will be on hand to ensure all is well. Apart from staff transferring your child from one parent to another, the parent present is responsible for your child/children at all times, including ensuring that their behaviour is appropriate.

Staff at the Centre are totally focused on the wellbeing and best interests of the child and all decisions made will reflect this. The duty Manager for the session has full authority both in running the Centre and in reporting.

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 time you are in the Centre.

We always put your child’s interests first – and we expect you to do the same.

The Contact Centre is not the place for your arguments – and especially not in front of the children.

Please let us know as soon as possible if you are unable to attend or if you have any concerns. Attendance, late-coming and concerns are recorded, and reports are produced and sent to both lawyers in time for Court Hearings. If you have no lawyer, the report will be sent to you.

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

Concerns or complaints should be brought to the attention of the Manager. If matters cannot be resolved, the Complaints Procedure should be followed. Information is available in the Centre and online at www.familycontact.org.uk