

Worcestershire Parent Partnership Service

Impartiality Policy

Worcestershire Parent Partnership Service (PPS) views impartiality as one of the defining characteristics of the Service.

PPS provides an impartial service to all users. By impartial, PPS understands the meaning to be:

- not favouring one side over another
- treating all parties respectfully; and
- not having vested interest in the outcome of any discussions.

All Service staff and volunteers know they must be impartial, whether they are providing information, advice or acting in a mediating role. Therefore PPS core staff or volunteers would not make judgements on the views, behaviour or policy of any party.

The Service supports parents/carers taking part in negotiations and discussions with schools and the LA. It does this by assisting parents to express their views and wishes. The Service aims to ensure that all parties to discussions understand their rights and responsibilities and the rights and responsibilities of the other parties.

Service staff are aware of the implications of equal opportunities and endeavour to ensure that the Service is as accessible as possible to all parents/carers