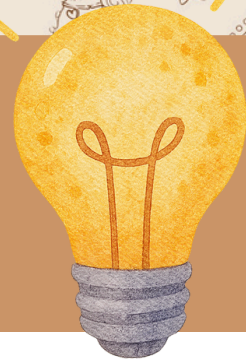


I'm Informed...

“Knowledge that supports partnership.”



Presenting a Concern with Confidence

Practical ways to raise issues clearly and effectively

Why this matters

Raising a concern isn't being difficult. It's part of protecting and supporting a child. When concerns are shared clearly and calmly, they are more likely to be heard and addressed. You are a key member of the child's team. Your observations matter.

Before You Raise the Concern

Keep it simple:

- ✓ Be clear about what you are noticing
- ✓ Separate facts from assumptions
- ✓ Write down specific examples (dates, behaviours, changes)
- ✓ Be clear about what outcome you're hoping for

Ask yourself:

- What exactly is worrying me?
- What have I observed?
- What would help improve this situation?

Example Script

“I've noticed Sarah has been coming home very withdrawn since contact visits over the past three weeks. She's having trouble sleeping and has had two incidents at school. I'm concerned this might be linked to how she's coping after visits. I'm wondering if we could review how the transitions are being supported. Could we look at adding a check-in plan after visits?”

This approach:

- Shares facts
- Expresses concern without blame
- Invites partnership
- Suggests a solution
- Language That Supports Partnership

Instead of:

“This isn't working.”

“No one is listening.”

Try:

“I'm concerned about...”

“I'm noticing a pattern of...”

“Can we explore...”

“What would the next step be?”

“How can we work together on this?”

Tone matters. Calm, specific, child-focused language is powerful.

If You Feel Dismissed Stay steady.

You can say:

“I'd appreciate this being documented.”

“Could we clarify the plan moving forward?”

“Can we schedule a time to review this again?”

If needed:

- Follow up in writing.
- Summarise what was discussed.
- Request confirmation.
- Written summaries create clarity and accountability.

Helpful Prompts for Meetings

- What is the current plan?
- How will we measure progress?
- Who is responsible for each action?
- When will this be reviewed?
- What support is available if this doesn't improve?

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Remember

- Raising concerns is responsible, not confrontational.
- You are not expected to have all the answers.
- Clear communication protects children.
- Partnership requires everyone's voice.

A Simple Structure to Follow

Use this 4-step format:

1. Observation

What you have seen or heard.

2. Impact

Why it concerns you.

3. Curiosity

Invite collaboration.

4. Request

Ask for a clear next step.

QUICK CONFIDENCE CHECKLIST

Before raising a concern, pause and check:

Before the conversation:

- Am I clear on what I've observed (not just how I feel)?
- Can I describe specific examples?
- Am I focusing on the child's needs?
- Do I know what outcome I'm hoping for?
- Have I written down key points so I stay steady?

During the conversation:

- Am I speaking calmly and clearly?
- Am I inviting collaboration (“Can we...”, “I'm wondering if...”)
- Have we agreed on a next step?
- Is there a review date or follow-up plan?

After the conversation:

- Do I need to send a brief summary email?
- Has the concern been documented?
- I spoke up for a child who depends on adults to do that.