

UNREASONABLE COMMUNICATION GUIDANCE

How SENDIASS Deals with Difficult Communication

A simple guide for parents, carers and young people

What is SENDIASS?

SENDIASS is here to help children and young people with **special educational needs and disabilities (SEND)**.

We give **free and fair advice and support** to:

- children and young people
- parents and carers

We know people often contact us when they are worried, upset or stressed.
This guide explains how we try to work together kindly and fairly.

How we promise to work with you

SENDIASS will always try to:

- listen carefully and kindly
- be honest about what we can and cannot do
- put children and young people first
- be calm, fair and respectful
- make changes to help with communication when needed

We understand that feelings can be strong. We will always take this into account.

What do we mean by “unreasonable communication”?

Sometimes, **the way** someone contacts us makes it hard for us to help them or other families.

This does **not** mean that:

- you cannot disagree
- you cannot keep asking for help
- you cannot be upset or angry

Communication may be a problem if it:

- happens too often or in large amounts
- keeps going after we have explained our role clearly
- uses rude, scary or hurtful language
- takes up too much staff time
- makes staff feel unsafe or frightened

We focus on **how messages are sent**, not on **who you are** or your child.

What we try to do first

Before taking any further action, we will usually try to:

- clear up misunderstandings
- explain what we can help with
- agree clear rules for contact
- make reasonable changes to help communication

Our aim is to **solve problems and keep talking**, wherever possible.

Understanding disability, SEND and stress

We know communication can be harder when someone is:

- disabled or has SEND
- struggling with mental health
- dealing with very difficult life events

We will always think about this and make reasonable adjustments.
We **do not** take action just because someone is upset or disabled.

What happens if communication does not change

If communication stays difficult, we may need to protect staff so we can keep helping others.

We might:

- reply less often
- ask for contact in one way only (for example, email)
- ask you to speak to one named worker
- end a call or meeting if it becomes unsafe or upsetting

Any action we take will be:

- fair
- clearly explained
- for a short time only
- checked again later

Behaviour agreements

Sometimes we may suggest a **behaviour agreement**.

This is a simple plan that explains:

- how and when we will stay in touch
- how everyone will speak to each other respectfully

The goal is to **keep support going**, not to stop it.

Fairness and reviews

If we limit contact, we will:

- explain why
- say how long it will last
- review it after a set time

You can ask for a review if you think a decision is unfair.

Our aim

SENDIASS wants to work **with families**, not against them.

These steps help to:

- protect your support
- keep staff safe and well
- make sure we can help many families

If anything is unclear, please ask us.

Good communication helps us support you better.

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