

Lambeth Information, Advice & Support impartiality policy

Lambeth Information, Advice & Support service views impartiality as one of the defining characteristics of the service.

LIASS aims to provide an impartial service by:

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

All Service staff and volunteers must be impartial, whether they are providing information, advice or acting in a liaison role. Staff or volunteers will 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 Lambeth Council. 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 support equal opportunities and endeavour to ensure that the Service is as accessible as possible to all parents.