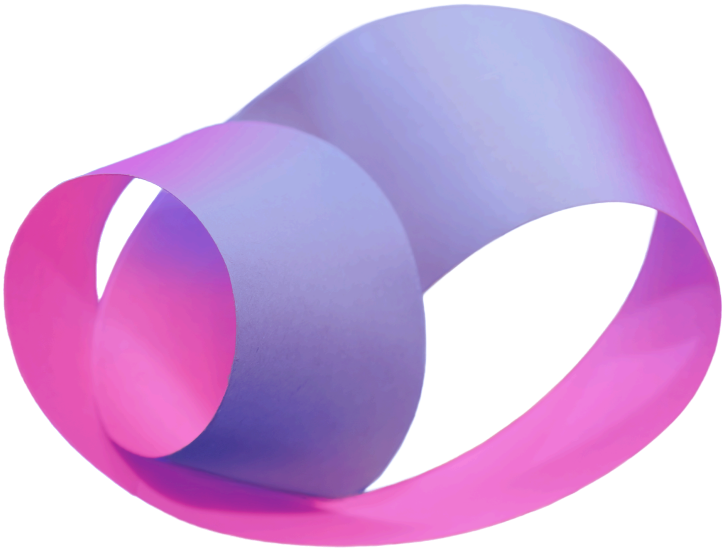

Marcia Care and Education

Transparency Promise

Transparency Promise

At Marcia Care and Education, trust is built through honesty, openness and accountability. We understand that families, young people, professionals and commissioners place their confidence in us during some of the most challenging periods of a child's life. We take that responsibility seriously.

Our Commitment

- **We Will Be Honest** We will communicate openly about what we can and cannot provide. We will never promise outcomes that cannot be realistically achieved and will always act in the best interests of the young person.

- **We Will Be Accountable** If we make a mistake, we will acknowledge it, learn from it and take appropriate action to put things right. We welcome constructive feedback and view it as an opportunity to improve.

- **We Will Share Information Clearly** Families and professionals have the right to understand the support being delivered. We will provide clear records, progress updates and reports, while respecting confidentiality and data protection requirements.

- **We Will Put Young People First** Our decisions will always be guided by the needs, wellbeing, safety and aspirations of the young person. Their voice, preferences and lived experiences will be respected and valued.

- **We Will Be Transparent About Costs** Our fees, charges and funding arrangements will be explained clearly. We will never introduce hidden costs and will always ensure commissioners and families understand how support is being delivered.

- **We Will Work Collaboratively** We believe the best outcomes are achieved when families, professionals and young people work together. We will communicate respectfully and professionally, even when opinions differ.

- **We Will Safeguard with Integrity** Where we have concerns about the safety or wellbeing of a child or vulnerable adult, we will act

promptly and in accordance with our safeguarding responsibilities, even when difficult conversations are required.

- **We Will Be Evidence Led** Our recommendations, reports and support plans will be based on observation, professional experience, available evidence and the individual needs of the young person rather than assumptions or convenience.

- **We Will Welcome Scrutiny** We are committed to continuous improvement and welcome quality assurance processes, professional challenge and independent review. Transparency strengthens trust and helps us deliver better outcomes.

- **We Will Treat Everyone with Respect** We will communicate with kindness, professionalism and dignity, recognising the unique strengths, challenges and experiences of every individual we support.

Our Promise

We believe transparency is not simply about sharing information—it is about creating relationships built on trust. We are committed to being open, honest and accountable in everything we do, ensuring that young people and their families remain at the centre of every decision.

Feedback Form

If you've worked with us in the past, please consider filling out our Feedback Form to let us know how we did, and if there's anything that we can improve on.