

PARENT COMMUNICATION · GRADES 1–6

# Restorative Outcome Letter

Closing the loop with families

## When to use

After two children have had a falling-out or an incident, and you've used a restorative conversation to resolve it — a follow-up note to BOTH families closes the loop. Without this, parents often hear partial stories at the school gates and rumours grow. With it, both families know what happened, what was done, and that it's resolved.

### Template — to both families

Subject: A small incident today between [child 1] and [child 2] Dear [parent name], I wanted to give you a quick update on something that happened today between [your child] and another child in the class. What happened: [Brief, factual, neutral. 'During break, there was an argument over a football, which led to some pushing and some unkind words being said by both children.'] What we did: [Brief. 'I sat with both of them and we used our restorative conversation. They each shared what happened from their side, listened to each other, and came up with a plan to repair things.'] What they agreed: [Specific. 'They've apologised to each other. They've agreed to play together at lunch tomorrow to show there's no bad feelings. We've also agreed on what to do differently if there's another disagreement.'] Why I'm telling you: [Honest. 'So that you have the full story if [child] mentions it at home — and so we can be on the same page that this has been handled.'] No further action is needed at home. If [child] is upset tonight, please reassure them that we sorted it together and tomorrow is a fresh start. Let me know if you have any questions. Warm regards, [Name]

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## What this avoids

Without this letter: • Parents hear the version their child tells (always partial) • They worry the school doesn't know • They potentially escalate at the school gates • They may discipline at



home unnecessarily • The other family's version may be very different • The two families may not speak to each other for months With this letter: • Both families have the same information • Both know the school has acted • Both know the children are OK • Trust is preserved • The issue is genuinely closed

## Practical tips

<p><b>Send to BOTH families</b></p> <p>Same letter (with name swaps where needed). Asymmetric communication causes resentment.</p>	<p><b>Be neutral about both children</b></p> <p>Don't paint one as victim and one as perpetrator, even if there was unequal blame. Restorative practice acknowledges both sides.</p>
<p><b>Send the same day</b></p> <p>Before either child gets home and tells a wildly different story.</p>	<p><b>Phone first if serious</b></p> <p>For minor incidents, email/letter is fine. For serious ones, phone first, then letter to confirm.</p>
<p><b>Don't apologise on the children's behalf</b></p> <p>The children apologised to each other in the conversation. The school doesn't apologise for the children — that undermines the restoration.</p>	

