

Abstract

This work is focused on the interaction between social workers and parents of children who are under the control of the Department of Social and Legal Protection for Children (OSPOD) due to situations of parental relationship breakdown. The object of the work is an analysis of complaints made by fathers and mothers. The aim is to develop recommendations which will help social workers improve problematic relationships with parents and result in increased cooperation towards common goals. The work is divided into two parts. Firstly, a general part based on the historical context of social and legal protection of children, important basic information about OSPOD, competencies, rights and obligations of social workers. The divorce and subjects who are connected with that are also mentioned.

Secondly, a practical part presenting the analysis of online complaints from internet discussion forums. These complaints are categorized and compared between fathers and mothers. Recommendations for social workers are based on the complaints' analysis, on interviews with social workers speaking about methods used in OSPOD and on comments made by parents who were given space to suggest their own comments about changes they would like to see in the behaviour of social workers. The interviews were performed as part of research in the department of social work at Charles University. This part will also reference interviews from the work "The Phenomenon of Weekend Fathers". In conclusion the work includes cases of good practice showing methods which were found to be effective and which could form the basis of the recommendations for social workers.