

From 1st April 2009 – 31st March 2010, there were 67 letters, e-mails and cards commenting on the service provided by the Leeds Parent Partnership Service. These are kept in the Compliments and Complaints file. From these comments 65 (97%) were deemed positive comments. There were 2 (3%) responses with negative comments; these were addressed within our standards and policy.

This is a summary of what we received:

What you think has gone well:

“Cluster managers are highlighting the fantastic work of Amy Williamson with respect to the Year 6/7 transition”

“Without [Steven’s] support and input to school, [my child] would never have got the provision she is getting now”

“I really valued the work you did as facilitators”

“Please thank Imogen & Angela for helping me out last Monday at such short notice”

“Thank you very much for supporting our community event, the refugee week”

“Please pass on to Rachel my thanks for her excellent work.... the parent and the school gained caring and intelligent support”

“We had [an Independent Parental Advisor] support a parent today and both myself and the panel felt he did a really good job supporting the parent”

“An excellent leaflet. I will certainly distribute this at our school”

“Thank you to Imogen for supporting us at a school meeting. She is a real credit to your service”

“I’ve just read the evaluations from the Market Place: what a success and well done to you for all your hard work”

What you think could be better:

“Poor response to messages”

We are a small team and during busy periods Officers may not get back to the office. This is why our policy states that a named Officer will respond to messages with three days.

“Parent Partnership missed the meeting completely and sent no apologise”

This incident was investigated. The service had not attended the meeting as the parent had not requested our support, and we do not become involved in cases without parental consent. A record of the apologise sent to the head teacher, regarding the meeting was kept.