

Parent Partnership Service

Customer Service Standards

The Parent Partnership Service are constantly seeking to improve the way we work and the quality of service we offer.

We aim to provide a first class service to all our customers and will try and ensure the following service standards are met.

Helpline

There is a guaranteed helpline from 10am until 3pm Monday to Friday that is staffed by Parent Partnership Officers.

- We aim to answer your call within 5 rings. In 2008 82% of calls were answered within 5 rings N.B. The Service responds to parental need by offering home visits and meetings in school and therefore officers are out of the office during these times.
- If more support is needed following the call a named Parent Partnership Officer will respond within 2 working days.
- We aim to send out information required immediately or within 3 working days where further research is needed.

Stage 2 Referrals

Stage 2 referrals require the Parent Partnership officer involved to attend home visits and meetings and offer longer term support to parents.

- We aim to provide continuity of service for customers by naming a Parent Partnership contact.
- If cases are long running regular contact with the named officer is offered.
- Every customer has access to an independent parental supporter (IPS) volunteer and disagreement resolution.

Impartiality, Confidentiality and Data Protection

The Parent Partnership Service is arms-length and impartial and treats enquiries from customers in confidence.

- We will treat correspondence from customers in confidence and consent will be sought for information sharing.
- We will adhere to the Data Protection Act.
- We aim to offer an impartial service and do so by gaining factual information where possible.

Customer Satisfaction

The Parent Partnership Service evaluates the service given via the helpline and during stage 2 referrals. If you have any comments about the service we are happy to receive them.

- We aim to offer easy to understand and useful information to all our customers. In 2008 100% felt they have received this. 95% felt they received an excellent or good level of service.
- In relation to stage 2 referrals, we aim to provide excellent or good specialist knowledge and a flexible supportive service. In 2008 91% of customers felt they received excellent or good specialist knowledge and 95% felt they received an excellent or good flexible and supportive service.
- We will respond, in writing, to complaints within 3 working days and provide a substantive response within 15 working days. Further details are available in our complements and complaints policy.