

Customer Relations
Children & Families Service, Leeds City Council

Approach	How parents / carers have a voice and influence	What works well	Challenges faced
<p>Telephone calls, emails, meetings, website, leaflets</p> <p>Coach parents prior to attendance at stage two and three panels</p> <p>Customer satisfaction calls at end of complaints</p>	<p>Feedback from complaints to services, to the practice improvement group. We use feedback to improve services, initiate new policies and procedures.</p> <p>We liaise with schools to put the parent's voice across. We advise schools to use the learning from complaints to encourage complaining parents to get involved with school activities/initiatives.</p>	<p>Talking parents through school complaints and discuss best ways to approach the school – managing emotions, empowering parents to challenge</p>	<p>No formal role in school complaints so only so far we can be involved but we try to encourage positive relationships between parents and school staff.</p>