

WHAT SERVICE SHOULD I EXPECT FROM THE SEND TEAM?

"Our information will be **clear and concise** and we will always be transparent and accountable"

WHAT THE SEND TEAM EXPECTS FROM A PARENT/CARER OR YOUNG PERSON

"We will treat every parent/carer and young person with **respect and courtesy at all times**"

"We value your contact and feedback and aim to offer **GOOD CUSTOMER SERVICE** at all times"

"WE EXPECT ALL OF OUR CUSTOMERS TO TREAT US WITH RESPECT AND COURTESY AT ALL TIMES"

"We cannot always promise to attend every meeting but we promise that we will **make every possible effort** to ensure that a member of our team is present at all key meetings for a child or young person"

"We will acknowledge any contact to the Team, **usually within 24 hours**. If required, we will then respond in greater detail to your telephone message, letter or email query within the **following 5 working days**"