



# parent charter

Assuring high quality  
in parenting support  
in the city of  
Stoke-on-Trent



## So, as a parent, what can you do?

As a parent you can ask questions to find out whether an organisation or service meets the Parent Charter.

### You might like to ask...

- Are all your staff and volunteers CRB checked?
- How will I be kept informed or consulted about how the service is developed?
- Do you have a First Aid box/book?
- Do you have a Child Protection Policy and can I have a look at it?
- How often is the information you give out to parents updated?
- Do you have a complaints procedure and can I have a look at it?
- How do you make sure your service is constantly improving?
- How do you involve parents?
- Who runs the service?
- How will you work with me if you feel something is not going well? How will you work with me if I feel something is not going well?
- Do you have any 'rules' that I need to know about?
- Do you have a 'Parent Forum'?

Any organisation should be willing to answer your questions and give you information to help you decide if you want to access the services offered.