



Children's Services

**Private & Confidential
for addressee only**

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Customer Relations
Leeds
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Contact: Phil Mellen
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Date 28 August 2019

Dear Mrs A

On behalf of the Council, I would like to apologise for our failure to provide the right help at the right time for you and [your child]. We failed to meet the high standards we set ourselves and our aim to be a Child Friendly City and I am sorry for the distress this must have caused your family at a difficult time.

We have worked hard with the Local Government and Social Care Ombudsman and have agreed with them how we can improve our practice and processes. We have accepted all the Ombudsman's recommendations and I will make sure that we make things better and ensure that there is more appropriate support in the future for children in the same situation as your child.

As you will know, the Ombudsman has asked us to pay you in order to offer some compensation for your time and trouble, for our failure to assess your child's needs and also to reimburse you for the money you had to pay out for education between October 2018 and January 2019. We will contact you separately to finalise the details of this payment and ensure this is resolved as soon as possible.

I hope [your child] is happy at [the new school] and wish them every success for the future. If you do have any concerns or wish to discuss this further please contact me personally.

Yours sincerely

Phil Mellen
Deputy Director for Learning