



Quality Customer Service & Procedural Justice: Connect the Dots

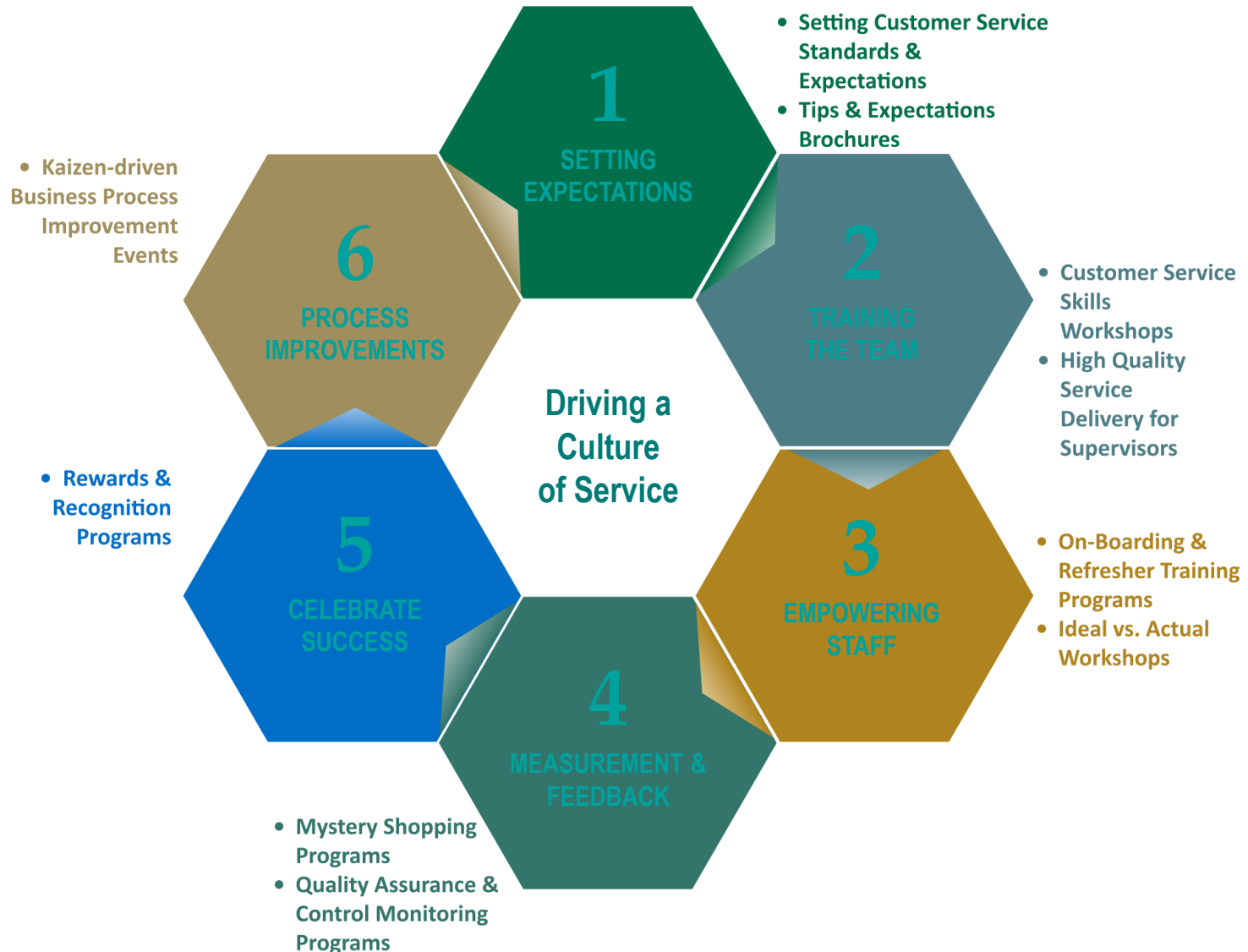
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Wendi Brick, Moderator

What is “Procedural Justice”?

- Voice and Participation
- Neutrality of the Process
- Respect
- Understanding of Facts – Clarity
- Helpfulness – Connecting Parents to Resources

Driving a Culture of Service: 6 Essential Elements



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- Panel Discussion
 - Audience Questions/Contributions