

CORSHAM PRIMARY SCHOOL

Customer Service Standards



Reviewed: September 2024

Policy Ratified by the LGC: September 2024

Next Review Date: September 2027

INTRODUCTION

Corsham Primary School is committed to providing a high standard of service at all times.

This policy sets out the MINIMUM standards of service you can expect from us. If we do not meet these standards then you can expect a full explanation from us as to why. We would like to know if you are not satisfied. Your feedback helps us to put things right if they have gone wrong and to improve the standard of our services.

We will:

- Publish our customer* service standards including the complaints procedure.
- Provide you with:
 - 1 Clear information about our services.
 - 2 Telephone enquiry points to help you or put you in touch with someone who can.
- Take all reasonable steps to make services accessible to everyone.
- Ensure that staff are polite and helpful at all times.
- Aim to see callers at appointed times.
- Aim to answer your telephone calls as promptly as possible and tell you the name of the person to whom you are speaking.
- Answer your letters and emails clearly within 10 working days (for general correspondence), 20 school days or 60 working days, whichever is shorter (for Freedom of Information Act and Environmental Information Regulations requests), and 30 calendar days (for Data Protection Act requests).

* “customer” to include visitor, parent, carer

STANDARDS

Standard 1 – Publishing Service Standards

- Copies of the school's customer service standards will be made available on our website (www.corsham-pri.wilts.sch.uk) or posted out on request.
- Corsham Primary reserve the right to produce our own more stringent customer service standards which will be made available to all their internal and external customer groups.

Standard 2 – Informing the Customer

- Details of the services provided by the school including contact names and numbers will be placed on the website and updated, when necessary.
- Contact names and numbers are included on the school website.

Standard 3 – Service Accessibility

- Where documents do not meet the needs of the customer, alternative arrangements for communication of the information may be considered where it is practical and appropriate to do so.
- All school accommodation will be made fully accessible to all callers including people with special needs where it is feasible to do so.
- Where this is not possible, every attempt will be made to provide alternative access arrangements for customers where necessary.

Standard 4 – Consulting with customers

- The customers of the school will be surveyed on a regular basis.
- Customer satisfaction survey results will be published.
- Customer satisfaction levels will be reviewed and opportunities for improvement integrated into the School Development and Improvement Plan.

Standard 5 – Polite and helpful staff

- Staff will always act in a professional, polite and helpful manner.

Standard 6 – Seeing callers

- Reception area will be advised of expected visitors in advance.
- Expected visitors will be seen within 10 minutes of their appointment.
- When we make an appointment to meet you, we will aim to: arrive promptly or, if you are calling to see us, see you at the appointed time. On occasions when we are delayed more than 10 minutes due to circumstances beyond our control, we will make every effort to advise you of this and agree a new time.

Standard 7 – Answering telephone calls

- Staff will give their name when answering telephone calls.
- Phones will be answered as promptly as possible.
- Following no more than 6 rings unanswered telephones will automatically divert to voicemail.

Standard 8 – Answering letters and emails

- All emails will include contact details for internal/external customers.
- “Out of office emails” will be used during periods of absence and will provide alternative contact details.
- Where substantive responses to correspondence are unlikely to be provided promptly, i.e. within 10 working days, a holding response, acknowledging receipt of the correspondence will be issued within 3 working days.
- Official letter headed paper will be used where appropriate.

Standard 9 – Having a complaints procedure

- Corsham Primary takes all complaints about the quality of its services seriously. We will provide a speedy response and a full and fair investigation of your complaint, respecting your right to confidentiality.
- Corsham Primary has the following two step Complaints Policy:

Raising a concern

Concerns can be raised with the school at any time and will often generate an immediate response which will resolve the concern.

Apart from the school’s normal parental consultation evenings, or other arranged meetings with specific staff, the school requests that parents and carers make their first contact with their child’s teacher.

On some occasions the concern raised may require investigation or discussion with others, in which case there will be an informal but informed response within two working days. It is anticipated that the majority of concerns will be satisfactorily dealt with in this way.

Making a Formal Complaint

Formal complaints should be put in writing and sent to the Headteacher and Chair of Governors. The complaint will be logged, including the date it was received.

Please note that this is a summary of the school’s Parental Complaints Policy and Procedure. A full copy is available from the school office and on the school website.

Helping us to improve our service

We aim to improve our service by:

- Listening to your views and ideas
- Taking full account of your complaints
- Undertaking customer surveys
- Reviewing and evaluating our performance and publishing the results
- Maintaining a Complaint Register which will be reviewed regularly by the Chair of Governors and annually by the Local Governing Committee.

Equal Opportunities

When writing and reviewing this policy staff have completed an Equality and Diversity Impact Assessment in order to ensure it complies with equality obligations outlined in anti-discrimination legislation. We believe the policy positively reflects the aims and ambitions identified in Corsham Primary's Single Equality Scheme