

BROCKINGTON COLLEGE



Customer Service Standards Policy

Brockington College, a Church of England Academy, has at its heart a distinctive Christian ethos. Based on our Christian foundation and values we seek to promote a culture of developing every person and therefore every school policy is written from this perspective, with a commitment to learning and maturing in the context of communal and individual development. We lay particular stress on the Christian values of perseverance, learning, wisdom, justice, koinonia, forgiveness and compassion for individuals and across the school community.

Signature: Date:

Printed Name: Position:

Date of Review	October 2015
Next Review	October 2018
Approval By	Principal
Review Frequency	Three Yearly

Brockington College Standards of Customer Service **For pupils, parents/carers, staff and visitors**

At Brockington College we will at all times:

- Treat you fairly and with respect
- Be polite, helpful, open and honest in all our communications with you
- Deal with your feedback positively and quickly
- Respect your confidentiality
- Let you know how we can take action to resolve your enquiry
- Direct you to where you need to go if you do not need our services

If you telephone us we will:

- Tell you the service area and who you are speaking to
- Return your phone calls on the same day, or if this is not possible the next working day
- Respond to telephone messages within one working day

If you write to us we will:

- Provide a response to your email or letter within one working day
- Keep our correspondence simple and easy to understand
- Tell you in our correspondence who is dealing with your enquiry
- Provide you with contact details

If you visit us we will:

- Welcome you on arrival
- Let you know how long it will be before someone can see you
- Deal with you efficiently and listen carefully to what you tell us
- Provide you with clean and comfortable surroundings
- Provide you with a confidential meeting area if required
- Try to provide you with your preferred method of communication

Complaints, Comments and Compliments

We want to hear from you if you have a complaint, or wish to make a comment or compliment.

We will:

- Welcome all feedback, including complaints
- Acknowledge all complaints within 3 working days
- Try to resolve complaints informally and as soon as possible
- Take all complaints seriously
- Help you to write down your complaint or take details over the phone
- Inform you if we need to deal with it under separate procedures, which may have different timescales.
- We will learn from complaints and use them to inform service improvement

Data Protection and Freedom and Information

- If you ask for access to your personal information, as defined by the Data Protection Act 1998, we will respond within 40 days.
- If you request information under the Freedom of Information Act 2000, we will respond within 20 working days.

Providing you with information

If we need to send you information following an enquiry we will:

- Ensure the information is accurate, up to date and relevant to your enquiry
- Provide it in an appropriate format and language
- Ensure that it is sent out within 24 hours or the next working day