



K.G.V.

King George V Primary School

Customer Services Policy

Last updated: November 2018

King George V Primary School is committed to providing excellent customer service and a positive experience for all visitors.

Every member of staff is responsible for providing good customer service and making sure all visitors are made to feel comfortable and respected.

This policy establishes how King George V Primary School deals with customers in order to improve its services and meet the needs of customers more effectively.

It is our intention to :-

- Build positive partnerships with parents, carers and the local and wider community.
- Provide a curriculum which reflects our high expectations for all pupils and wherein pupils are the drivers of learning.
- Lay firm foundations for life-long learning through our high quality teaching.
- Foster high standards in academic achievement, behaviour, relationships with other children and adults and in aspects of work and play.
- Provide opportunities for learning to be enhanced both indoors and outdoors as well as through meaningful and relevant application of computing and technological skills for the future.
- Offer a range of opportunities for pupils to develop healthy bodies and minds, taking responsibility for their own wellbeing as well as that of others.
- Demonstrate respect, tolerance and understanding whilst celebrating equality and diversity.

Objectives

We are committed to providing high quality customer care in order to ensure:

- A positive working environment.
- A welcoming and friendly atmosphere.
- A professional and accessible environment for all visitors.
- We work with others and being inclusive of all.
- A close working relationship between pupils, parents and the wider community.
- An effective and efficient response to customer concerns/complaints.
- Queries are addressed quickly and efficiently
- Customer privacy is respected.

Procedures

Who are our customers?

These are all the people who come into direct contact with the school, who need information, help or any other enquiries.

These may include:

- Parents/carers and family members.
- Visitors from other schools or educational establishments.
- Members of the local community.
- Visiting speakers.
- Emergency services.

Security

- All visitors should be made to feel welcome and a member of staff will show interest in their needs.
- All visitors should be asked to sign in and out of the building.
- All visitors will be issued with a 'visitor's badge' for easy identification which needs to be displayed on them at all times. It is used to sign out of the building and can be returned to the school for shredding.

Accessibility

- All customers or visitors who contact the school in person or via email/telephone will be treated professionally and courteously.
- All customers are treated equally and made to feel comfortable and included.
- Customers should be able to easily access information. For instance, via newsletters, the school website, letters about school events, reports and data on pupils' progress.
- Customers should be able to contact the school in order to speak to the appropriate member of staff.
- If the member of staff is unavailable, a message will be sent to the concerned person with the details, and the call will be returned by the end of the next working day.

Reception

- The reception area should be kept neat and tidy.
- A comfortable waiting or meeting area is kept for visitors and parents.
- The reception should be manned by a member of staff at all times.
- Copies of the school literature should be made available for visitors. These may include the school prospectus, statement of vision and aims, newsletters, information booklet, press cuttings or copies of parent council minutes etc.

Telephone calls

- Office staff members are appropriately instructed to deal with telephone enquiries promptly in a courteous and effective manner.
- There is clear messaging on the procedure to be followed if the person is not available to take the call.
- If the customer is making a complaint, the initial response must be neutral, followed by a request to complete a complaints form available at the reception.
- Office staff members have the necessary training in dealing with threatening or unpleasant phone calls. If the situation is serious and the customer becomes abusive, this must be dealt with calmly or, in exceptional cases, escalated to a member of the leadership team.

Feedback

- The school is always welcome to feedback and suggestions from the public.
- The school will regularly consult with parents, pupils and other visitors to discuss how customer service can be improved.
- A clear complaints procedure is established for customers who wish to raise a concern or complaint. The school will try to resolve all complaints informally and promptly.
- The school will circulate customer questionnaires or surveys to regularly collect feedback.

King George V Primary School strives to work effectively to implement the Customer Policy in order to improve our focus on the customer and monitor our progress against the school's targets.

Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____