

# Customer Service Policy

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## Summary

Woodham Academy is committed to ensuring that all students are able to achieve their potential and beyond, within an ethos of unconditional mutual respect as reflected in our school mission “Achievement for All”.

We know that high quality customer care is an important part of our core business. We recognise that customers have a right to expect a first class service in all aspects of their relationships with the school. The customer care policy is designed to provide a framework for the operation, evaluation and development of this relationship.

This policy has been developed in consultation with staff, governors and our customers. The customer base involves all of our major stakeholders and the community. This includes students, parents and their families, primary schools, educational institutions, all of the school’s neighbours and the local business community.

**Date adopted**            1<sup>st</sup> September 2012

**Review date**            Bi-annually

**Last Reviewed**        September 2020

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## 1.      **Aims**

- To identify customer needs through consultation with the customer base
- To develop strategies for meeting identified needs
- To evaluate the impact of the service offered
- To modify practice in the light of evaluation outcomes

## 2.      **Code of conduct**

The school will:

- Develop strategies, such as surveys and questionnaires for consultation with customer groups
- Identify an agreed set of standards that customers can expect
- Publicise its procedures for customer care through the school website and parents’ mailing
- Operate procedures to meet the identified needs
- Regularly review the effectiveness of customer care procedures
- Have clear procedures for customers to use should they need to complain if something goes wrong, or the service is not met, or how to offer a suggestion for improvement.
- Report any customer care findings to the school’s leadership group
- Provide training in customer care for staff.

## 3.      **Customer Service Standards**

At Woodham Academy we believe that Customer Service is very important and we care for our students and staff and value our reputation for service and friendliness. In line with our ethos the school will promote the following:

- Be approachable, courteous and helpful to our customers
- Train and develop our staff so that customers receive a high quality service
- Listen to the suggestions, comments and complaints of customers and act upon them
- Publicise our services and any changes or developments as widely as possible.

#### **4. Commitment to our customers**

The staff at Woodham Academy will always try to adhere to the following guidelines:

- Treat you with dignity and respect
- Respond to your enquiries promptly and efficiently
- Be helpful and responsive to your needs
- Communicate clearly and without jargon
- Ensure our services are accessible and easy to use
- Be polite and professional at all times
- Apologise to you when we get things wrong and tell you when we will put them right
- Involve you when planning the delivery of our services and feedback the changes we have made
- Answer your query or find out the information you have requested as quickly and efficiently as possible
- Make sure everyone can access our services equally

#### **5. Customers**

In return we ask that all of our customers adhere to the following:

- Treat our staff with respect and be courteous
- Be considerate and polite to other customers
- Provide the information we need to deliver services
- Ask us to explain anything that you are not sure about
- In the event of a complaint, follow our complaints policy so that this is resolved.

#### **6. Review**

Bi-annually