

Customer Service Charter

“We aim to provide high quality business support services to schools that are second to none and recommended by all.”

Our Customer Values

Schools are our customers and their interests are at the heart of everything we do. Our intention is to always be understanding of the demands and expectations put upon them so that we may tailor our service to meet their needs in an ever-changing environment. Our customer’s priority is our priority.

We recognise that our reputation is built upon the confidence that our customers have in us. We will always operate with honesty, dedication, timeliness and confidentiality. You can rely on us to say what we do and do what we say.

We aim to provide Best Value for our customers by delivering the right service at the right time for the right reason in the right place with the right quality and at the right price, measured by customer satisfaction.

We will accomplish our values as follows:

We will make our goal to exceed the expectations of all of our customer groups.

We will work to anticipate the needs of those we serve by proactively working to meet their needs.

We will hold ourselves and each other accountable for our service commitment.

We will meet GDPR requirements.

Communication

We will listen effectively to our customers’ requests and promptly take the necessary actions to assist them. We will keep our customers informed of unexpected delays in service.

We will be conscious of our communication style (i.e. audible voice, eye contact when speaking to someone, tone of voice) and communicate in a professional manner.

We will inform our customers of normal process time, when they can expect completion and any delays that may arise in the process.

We will touch base with our customers to update them as to where we are in the process.

We will provide customers with opportunities to give us regular feedback on our services.

We will contact new customers within two months of commencing service provision to ensure that we are fulfilling the service to their satisfaction.

We will provide our customers with a named person to contact in the event of a query. Queries will be dealt with during normal business hours by the named person and may be escalated -> service manager-> service director -> managing director.

We will use all reasonable efforts to respond to telephone/e-mail/written requests within two working days of receipt.

We will finish our engagement with our customers in a courteous and professional way.

Telephone

When at our desks we will answer the phone within five rings, greet our customers in a courteous and professional manner and identify ourselves when we answer.

We will listen to the caller's request and assist the caller accordingly.

If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, we will obtain the caller's permission and provide the caller with the name of the person who will be helping the caller.

We will obtain the caller's permission before placing the call "on hold" by asking and waiting for a response before initiating the hold function.

We will notify our customers that someone is unavailable by saying, "He/She is unavailable. Is this an urgent issue or may I take a message?"

We will end the conversation in a courteous and professional way by thanking the caller. We will wait for the caller to hang up first.

Voice Mail

We will respond to voice mails within 24 hours during normal business hours.



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For Schools

We will update our voice mail greeting, advising callers when we will be out of the office for an extended period of time, informing callers of when we will return and who they may contact with questions (if applicable).

E-mail

We will send confidential information in a timely manner using the secure customer e-mail link. Where the e-mail link is not available and with the customer's agreement we will not include sensitive information in the body of an e-mail and we will password-protect attachments.

We will update our e-mail notification message when we will be out of the office for an extended period of time. We will indicate our expected return date and indicate a contact person (if applicable).

Site Visits

We will inform the customer of our named employee who will be attending the site. Our employees will wear a company identification badge. We will ensure that all our employees have CRB/DBS clearance and have received safeguarding training.

We will be punctual and let the customer know if we are unavoidably delayed.

We will sign in and out of a site using the site procedure and remain in the site areas where we are permitted to be.

We will comply with the site IT policy, using our own log-in to site software or using the log-in provided to us by site employees. We will not e-mail, copy or remove any site data without specific permission.

We will inform the customer of the work we have completed on site and any follow-up work that is required with a timeframe for completion.

We will respect the nature of the site and be professional and courteous at all times.

Customer Relationships

We want to provide our customers with an effective, efficient and professional service. Please allow us to do this by:

Communicating with us in a professional manner;



Business Services

For Schools

Using the systems that have been put in place to protect your data;

Advising us as soon as is practical of any queries or comments you may have about our service;

Allowing us to respond to your queries within normal business hours unless alternative arrangements have been agreed;

Ensuring that we are informed of your site IT and safeguarding policies where appropriate.

Thank you, we look forward to working with you as a valued customer.