



Customer Services Policy

Policy last adopted	October 2017
Policy due for review	October 2020

Colindale 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 Colindale Primary School deals with customers in order to improve its services and meet the needs of customers more effectively.

Ethos

- Colindale Primary School is a Unicef Rights Respecting School where children are valued, their talents are nurtured and they are able to thrive in an inspiring environment
- We value our diverse community where everyone has a voice
- We are guided by our Rainbow Values of:-
 - Respect**
 - Aspiring to be the best we can be**
 - Inclusion**
 - Never giving up**
 - Being a good friend**
 - Optimistic to make the world a better place**
 - Working together**
- We seek to promote the British Values of:-
 - Mutual respect
 - Tolerance of different Faiths and Beliefs
 - Individual Liberty
 - The Rule of Law
 - Democracy

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 are inclusive of all.
- A close working relationship between pupils, parents and the wider community.
- We value our diverse community where everyone has a voice.
- 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.
- Representatives of our suppliers.
- Those delivering and/or collecting children/adults/goods
- Contractors.
- Visiting speakers.
- Emergency services.

Security

- All visitors should be made to feel welcome and a member of staff will show interest in their needs.
- Visitors seeking access to the building via Entry Phone will be dealt with promptly and courteously.
- All visitors should be asked to sign in and out of the building.
- All visitors will be issued with a “visitor’s badge” (identifying the nature of their visit) for easy identification which needs to be displayed on them at all times. It is to be returned to the school when signing out.
- All visitors must comply with the stated access times when seeking to gain entrance to the site

- All visitors should adhere to our school policies including our Visitor Policy, Code of Conduct and Behaviour Policy.
- All visitors should share our commitment to safeguarding and promoting the welfare of children.
- All visitors should be treated equally by all members of staff

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, text message, 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 main entrance foyer should be kept neat and tidy.
- A comfortable waiting and meeting area (the Family Room) is kept for visitors and parents.
- The school office should be manned by at least one member of staff throughout the school day.
- Copies of school literature should be made available for visitors. These may include the school newsletter, information booklet, copies of letters and copies of student council minutes etc.
- Display screens should provide the very latest school information regarding Calendar Events, Notices, Lunches and Announcements so customers are fully aware of what is happening within the school.

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 from the school office or downloadable from the school website.
- 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.
- It may not always be possible or appropriate to deal with a telephone enquiry immediately. When this is the case it will be explained to the caller why they will need to be called back and when this will be. Before ending the call the number they have given to be called back on will be repeated back to them to ensure it is correct.

Feedback

- Colindale School always welcomes feedback and suggestions from our parents and 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.
- A suggestion box is placed in the reception area where parents, pupils, visitors and the community can contribute ideas for wider consideration. It also enables individuals to raise matters confidentially should they wish to do so.
- We will also circulate customer questionnaires or surveys to regularly collect feedback.

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

If you have any comments or suggestions on how we can improve our services, please contact us at 020 8205 8706 or Email office@colindale.barnetmail.net