



Community First Academy Trust

Customer Care Policy

Community First Academy Trust
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ADOPTED AT THE MEETING OF THE LOCAL ACADEMY BOARD

CHAIR OF BOARD: Mr M Farrell

Date: October 2018

Planned Review Date: October 2020

Customer Care Policy

Platt Bridge Community School acknowledges that customer care is an important part of its core business.

We recognise that customers have a right to expect a first class service in all aspects of their relationship with Community First Academy Trust and the School.

The Customer Care Policy is designed to provide a framework for the operation, evaluation and development of this relationship.

Terms of reference

This policy statement has been developed in consultation with staff and the Local Academy Board.

For the School and the Start Well Family Centre, the Customer Base involves parents and pupils of the families it serves, staff, Local Academy Board, the wider community, other local primary schools and secondary schools, the local business community and all stakeholders on site. We define a customer as someone for whom we provide a service or on whom the school makes an impact.

Aims

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

In order to do this the School will:

- Develop strategies, such as surveys, questionnaires and focus groups, for consultation with customer groups.
- Work closely with representative customer groups such as the School Council and the Parent Focus groups.
- Publicise its procedures to customers through the newsletters and on the website.
- Operate procedures to meet identified needs.
- Regularly review the effectiveness of customer care procedures through internal audits.
- Review its customer care procedures by benchmarking with other schools and Start Well Family centres.
- Submit the school procedures to external audit for example; Ofsted and commissioned providers on consultation.
- Feed customer care evaluation outcomes into whole school planning.
- Provide periodic training in customer care for staff.
- Report regularly to customers on customer care issues through newsletters and on the website.

Platt Bridge Community School aims to provide the best possible services to our customers.

Our Mission Statement:

'Platt Bridge Community First provides innovative opportunities at the heart of the community. Working together we will make a difference; raising aspirations and improving life chances, within a welcoming environment'.

To help achieve this we will:

- Treat you as an individual who has the right to be treated with courtesy, respect and dignity.

- Ensure our services are easily accessible to all our customers and available when people need to access them.
- Be sensitive to your needs and do our best to ensure you can make the best use of our services
- Respond to you requests fairly, quickly and sensitively
- Treat all matters confidentially
- Tell you what we provide and what you can expect to receive
- Tell you if we need anything from you to respond to your request
- Provide up to date and accurate information
- Try to get things right first time and to apologise and attempt to put things right if we don't
- Enable you to tell us what you think of our services and to use this information to continuously develop and improve

Communication

If you visit us:

- Our reception area will be welcoming and accessible. There will be member of staff to deal with your enquiry Monday to Friday 8.30am until 4.30pm throughout the year with the exception of Bank Holidays and Christmas closure period.
- All members of staff will wear an ID badge which displays their name and job title.
- They will deal with your enquiry as soon as possible and if there is a delay you will be given an explanation for that delay.

If you write to us:

- We will answer all enquiries by letter, telephone call or e-mail within 7 days of receipt.
- If we cannot answer your enquiry within 7 days we will contact you to explain why the reply will take longer and when you can expect a response.
- We will use plain language in all our responses.
- We will give you a name and contact details for the person dealing with your enquiry.

If you telephone us:

- We will answer all calls promptly and politely stating the name of our organisation and give our name.
- If your enquiry will take some time we will take your number and ring you back.
- If we are unable to answer your enquiry we will try to direct your call to someone who can help.
- If you need to speak to someone else we will make sure you are connected to them.
- Our main enquiry line is 01942 487999 and this will be included in any letter you may receive.

If you email or contact us via the website:

- We will answer all enquiries by letter, telephone call or e-mail within 7 days of receipt.
- If we cannot answer your enquiry within 7 days we will contact you to explain why the reply will take longer and when you can expect a response.
- We will use plain language in all our responses.
- We will give you a name and contact details for the person dealing with your enquiry.
- Email address: enquiries@plattbridge.cfat.org.uk
- Website address: <http://www.plattbridge.wigan.sch.uk>

CFAT takes the security of personal data seriously. CFAT has a range of internal policies, controls and procedures in place to try and ensure that your and any format of personal data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the

performance of their duties. Our internal GDPR security policies are available for review online at <https://www.cfat.org.uk/policies/gdpr>

Giving us Feedback

We aim to communicate clearly and openly with you and we welcome your feedback. We would like to know when you think we have got things right and also when you think we have got things wrong.

If you would like to leave a comment / compliment, please contact us by any of the above, this feedback will help us to improve our service.

Complaints Procedure

If however you feel it necessary to make a complaint then the following procedures are to be followed:

1. Ask for an appointment to be made with an appropriate member of staff who will be best suited to deal with the issues i.e. class teacher
2. If you still feel that your complaint or enquiry has not been dealt with then you will be offered an appointment with a senior member of staff i.e. Key Stage Manager
3. If the matter has still not been resolved then an appointment with the Deputy Headteacher or Head of School will be offered.
4. If once all the above avenues have been tried and still found to be unsatisfactory then the complaint should be put in writing to the Chair of Local Academy Board c/o the Clerk at the school.
5. Please refer to our school Complaints Policy, which is available on the school website.

Signed:

Date: