



Empowering Individuals. Learning Together.

Date Adopted: April 2018

Next Review: April 2020

Signed on behalf of Trustees:

Date:

References made to the United Nations Conventions on the Rights of the Child.

Article 2 - The convention applies to everyone

Article 3 - Best interest of the child

Article 28 - All children have the right to a primary education

Diversa Multi Academy Trust including:

Angel Road Infant School

Angel Road Junior School

North City Children's Centre

Bignold Primary School (including Butterflies and Caterpillars)

Throughout the Policy Diversa MAT will refer to the Trust and the settings within it. Where there are specific setting contexts these will be included in appendices.

Customer Services Policy

Diversa MAT 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 Diversa MAT deals with customers in order to improve its services and meet the needs of customers more effectively.

30.4.18 draft



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Vision, Purpose and Beliefs

Vision

Diversa will provide the highest possible education in all its schools to ensure all children, regardless of background or ability, are given the very best start in life and the very best chances and opportunities for their future.

Purpose

- ◆ To promote high standards, aspiration, golden opportunities and outstanding education in every school.
- ◆ To ensure inclusion, equality and diversity are at the heart of the Trust and everything it does.
- ◆ To effect sustained school improvement through harnessing the strengths of each individual school and to provide support and intervention to overcome any barriers.
- ◆ To retain the uniqueness of each school by not enforcing a change of name, logo or uniform.

Beliefs

- I. That a holistic, personalised, child-centred approach to learning and high academic standards are not mutually exclusive.
- II. That every child will be treated as an individual. Every child at every school has their own strengths and barriers which impact on their ability to learn. At all levels of the trust we will analyse those strengths and barriers and offer those children a plan of learning and intervention to harness their strengths and overcome their barriers.
- III. That all children, within the whole of our diverse Trust, are treated equally regardless of background or ability ensuring they all have an equal chance of reaching their potential and aspirational goals.
- IV. That all Trust employees are offered high quality CPD to enable career progression at every level with a range of opportunities to share good practice across the Trust.
- V. That collaboration with Teaching Schools (ultimately becoming a Teaching School ourselves) will provide Initial Teacher Training within the Trust and beyond, to regularly breathe new life into each school and the Trust as a whole.
- VI. That working with the school communities of each Trust school will lead to sustained school improvement.
- VII. That all schools within the Trust work collaboratively and cooperatively in the best interests of all the children. The Trust, through System Leaders, will support other schools within the region. The Trust will work with school communities including pre-school provision, secondary provision, specialist provision, and non-education professionals.
- VIII. That all adults (staff, volunteers, parents, carers and visitors) will be treated equally regardless of race, gender, class, religion, sexual orientation, disability, family dynamic (Different Families, Same Love) or other aspects of what we look like or where we come from.

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 to be returned to the school when signing out.
- All visitors to the school should be given a copy of the school's safeguarding information

Accessibility

- All customers or visitors will 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 staffed 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 online on the Diversa 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.

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.
- A suggestion box is placed at the front desk where parents, pupils, visitors and the community can contribute ideas for wider consideration. It enables individuals to raise matters confidentially.
- The school will also circulate customer questionnaires or surveys to regularly collect feedback.

Diversa MAT 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.

If you have any comments or suggestions on how we can improve our services, please contact us at 01603 510138.