



SERVICE STANDARDS AGREEMENT

Introduction

The Service Standards Agreement sets out the standards of service you can expect from our support departments within the School.

Our Service Standards are centred on the School's Values:

September - Respect
October - Responsibility
November - Teamwork/Co-operation
December - Happiness
January - Perseverance/Determination
February - Honesty
March - Courage
April - Friendship
May - Tolerance/Patience
June - Sharing/Fairness
July - Forgiveness

Customer Care

We will provide a comprehensive level of service that puts pupils and parents/carers first. Our team will be helpful, courteous and professional always. We will ensure our standards are reviewed annually to ensure consistency of our services.

Administration – Our Service Standards

This agreement clarifies the respective service offer and the working relationship between the parents/carers who apply for their children to attend Granard Primary School and the Administration team (including admissions). If during your interaction with us you do not feel we have achieved these standards, please contact Sharon Broaster (School Business Manager) to discuss your experience and tell us how our service to you can be improved.

The School Administration Team comprises the School Business Manager, PA to the Headteacher, Finance Officer, Administration Assistant and Admissions and Attendance Assistant.



Cortis Road, Putney, London SW15 6XA

Tel: 020 8788 3606 Fax: 020 8785 4515 Email: info@granard.wandsworth.sch.uk

Website: www.granardprimary.co.uk

The Administration Team will:

1. Deliver Excellent Service

We will:

- Treat you with respect, courtesy, empathy and fairness
- Provide accurate information, advice and guidance, as appropriate
- Expect our staff members to be motivated, friendly, well trained and knowledgeable
- Handle your query in a professional and efficient manner
- Answer your query in full or refer to another member of staff, if more appropriate, to resolve your query

2. Communicate Effectively

We will:

- **Walk In Visitors**
 - Greet everyone with a smile and a positive, friendly salutation
 - Treat all visitors with respect and remain courteous throughout your interaction
 - Maintain eye contact and speak clearly and in plain English (avoid using slang or abbreviations that are generally not understood)
 - Ensure all visitors sign in using the school visitor system and are given a temporary ID badge to be worn when on site
 - Ensure visitors sign out using the school visitor system prior to leaving the school.
 - Give visitors specific directions, or accompany them, when referring them to other locations
 - Ensure that queries and requests are recorded accurately and passed on to the relevant individual. We will let you know how your query or request has been handled
- **Telephone calls**
 - Calls to the Front Office will be answered within 4 rings, where possible, by the first available member of the Administration Team. If calls being put through to offices i.e. Headteacher, PA to the Headteacher are not answered within 3 rings the Front Office will take the call back. Calls are redirected to other extensions if not answered within 10 secs. The phone will automatically divert to voicemail if it is not answered after that
 - Calls will be answered using our name: “Good morning/afternoon, Granard Primary School. (Name) speaking”
 - We will confirm the caller's request by repeating the request and assist accordingly
 - We will allow callers to express themselves without interrupting
 - Messages will be taken when needed and the date and time of the call, the caller's contact information and nature of call will be noted
 - If transferring a call, the caller will be informed of the referred person's name
 - Calls will be put on hold for a minimum amount of time; a call back will be given if unable to answer query immediately
 - A voicemail facility is available to leave messages when the service is not manned
 - Voicemail messages are checked regularly and actioned appropriately, responding within the same day during term time



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- **Email queries**

- All emails received will be acknowledged, giving details of who the email has been forwarded to
- Respond to email messages within 24 hours
- Personalise email responses by referencing the sender's question and using their name in the response
- All emails must contain a suitable heading in the subject box and checked for accuracy before sending
- When referencing the School's website, provide a link to the page where the specific information the sender is seeking can be found
- Out of office messages will be put on the main school email and key staff's emails, to inform the sender of expected response time

- **Paperwork Requests**

- Requests for the following will be completed in 3-5 working days during term time, or within 3-5 working days after a school holiday:
 - Forms or letters prepared by the school for the Home Office, Local Authority, HMRC, Passport Office* and Student Finance etc. * Chargeable
- See Privacy Notices for timescale for Subject Access Requests***

3. Make Information Accessible

We will:

- Provide on-line information that is clear, available and up-to-date
- Make our information available through a range of media (including print, on-line and social media)
- We will be fully compliant with regards to General Data Protection Regulations (GDPR) and Subject Access Request Guidelines

4. Value

We will:

- Ensure that the School is welcoming both in its environment and its culture
- Endeavour to meet your individual needs
- Provide staff members that are pupil-focused
- Provide a solutions-focused response to any query

5. Encourage Feedback

We will:

- Make it easy for you to pass on your comments, compliments or suggestions about the service you receive in a simple and safe way
- Respond to your feedback efficiently
- Encourage your feedback so that the School can seek to improve its service levels



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We aim to measure these performance targets through:

- Spot checks
- Parents/carers surveys
- Internal surveys
- Questionnaires
- Feedback box

We hope that you find this Customer Service Charter useful and relevant, and we would welcome your suggestions on how we could improve it. You can give such feedback by emailing

finance@granard.wandsworth.sch.uk



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