



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.

ICT – Service Standards

This agreement clarifies the respective service offer and the working relationship between staff and the ICT team. 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.

Our onsite IT Support is provided by the company, Support Expert. A technician is onsite weekly on Wednesdays. Staff will log their ICT issues on the electronic fault log.



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

Support Expert endeavour to resolve faults listed during the next site visit after the fault is logged. Up-dates on progress will be provided by Support Expert.

Remote IT Support is provided by Wandsworth Education IT Support.
editsupport@granard.wandsworth.gov.uk

Jobs that cannot be completed by Support Expert will be referred to Wandsworth Education IT support.

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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