



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.

Premises – Service Standards

Our onsite Premises Staff consists of one Site Manager, one part time Premises Assistant and eleven Cleaning Staff.

Issues that need addressing on site relating to fixtures, fittings, health and safety should be placed on the electronic premises fault log. The fault log will be reviewed regularly each day and up-dates recorded.

All jobs will be assessed on H&S, practical need, financial cost and time management.



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

Type of Task	Location	Completion Time
Minor works		
No additional equipment needed	Not in the Classroom	Same Day
	Classroom	Non-school time within the week
Additional Equipment needed		Within 5 weeks
Major works	Classroom / non classroom	In next available school holiday or as budget allows

Monitoring

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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