



# Holly Park School Customer Services Policy

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

## **Our school mission:**

'We support our children to be their best.'

## **Our school values:**

At Holly Park we want our children to be:

- respectful
- resilient
- kind
- inquisitive

and to achieve their full potential

## **Objectives Of This Policy**

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.
- A good working relationship between pupils, parents and the wider community.
- An effective and efficient response to customer queries/concerns/complaints.
- 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.
- Contractors
- Professionals from various agencies

### **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 will be made aware of fire and lockdown procedures
- All visitors should be made aware of the safeguarding team information card displayed on the counter in the foyer

### **Accessibility**

- All customers or visitors who 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.
- Teachers will not respond to e-mails sent to them by parents.
- Parents wishing to speak with the class teacher/ Headteacher or any other member of staff may need to make an appointment as that member of staff may not be available to speak with a parent without notice
- 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 as soon as possible

### **Reception/Foyer**

- The reception/Foyer area should be kept neat and tidy.
- The reception/Foyer is a mobile phone free area
- Seating is available for visitors and parents.
- The reception/Foyer is staffed.
- Photographs of staff and governors are on display in the foyer
- Copies of some of our important information such as British values, school values, the Holly Park helping hands etc are on display in the reception/Foyer
- Copies of certificates, awards and trophies are on display in the foyer

### **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 meet or discuss with a senior member of staff.
- Office staff members will not put up with threatening or unpleasant phone calls. If the situation is serious and the customer becomes abusive, they will be asked to stop the behaviour and be warned that if it continues then the office member will have to end the call. This will be said calmly. If the call needs to be ended then it will be escalated to a member of the leadership team.

### **Feedback**

- The school welcomes feedback and suggestions from customers.

- The school will gain the views and opinions of parents and pupils through annual questionnaires
- 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.

### The Holly Park Parent/Visitor Code of Conduct

Holly Park strives to work effectively to implement this Customer Policy in order to improve our focus on the customer

The school also has a Parent/Visitor Code of Conduct which we expect all of our customers to follow. This is available on the school website and is sent out to parents annually in September. Should **any** of the negative behaviours mentioned in that code of conduct occur on school premises the school may feel it is necessary to contact appropriate authorities and **ban the offending adult from entering the school grounds.**

We trust that visitors, parents and carers will assist our school with the implementation of this policy and the code of conduct.



### Document Control

This policy will be reviewed on a bi annual basis by full governors

### Revision History

Ratified	Revision Date	Revised By	Revision
I.0	April 2018	Ann Pelham	Written in line with GDPR
I.1	Spring 2018	Full govts	Ratified
I.2	Spring 2019	Full Govts	Ratified
I.3	Spring 2020	Full govts	Ratified
I.4	Spring 2021	Full govts	Ratified
I.5	Autumn 2023	Full govts	Ratified

### Signed by

	Name	Signature	Date
Headteacher	Ann Pelham		11/12/23
Chair of Governors	Clare Hegarty		11/12/23

### Distribution

#### Shared with

- Staff via school server
- Parents via Website
- Governors via committee meetings

Date for next review

Autumn 2025