

**St James the Great RC (VA) Primary and Nursery School**



**Office Procedures Policy**

Summer 2007

We are delighted to be able to share our Office Procedures Policy with you.

In line with our school's Mission Statement which states we "will foster a respect for staff and others in a climate of tolerance.

At St James the Great R.C. (VA) Primary School and Nursery we aim to give the highest standard of care to all members of our diverse community.

We are committed to providing quality education which meets the needs of our community. We are continually improving our provision and the ways they can be accessed.

Our care and standards are outlined within this Charter. We will update it regularly and we welcome your comments on the Charter and our performance.

## **WE WILL ALWAYS OFFER A WELCOMING AND PROFESSIONAL SERVICE**

We will treat you fairly, delivering information without prejudice or bias, respecting your confidentiality and the trust you put in us.

We will communicate with you clearly and make it easy for you to communicate with us.

We will consult you regularly, welcome your involvement and act on your feedback wherever possible.

We will regularly review and publish our service standards and be accountable for our performance.

## **HANDLING YOUR ENQUIRIES**

- We aim to resolve 80% of your general enquiries when you first contact us.
- We will refer your enquiry to another named member of staff should this be necessary.
- We will make sure you know who is handling your enquiry at all times.
- We will contact you when we promise to.

## **WHEN YOU PHONE US**

- During Office hours 8:45 a.m. to 4 p.m. We aim to answer at least 80% of calls within 20 seconds. Outside of these hours we will answer calls and messages left on the mailboxes within one hour of the start of the next office opening period.

## **WHEN YOU WRITE TO US**

- Should you require a written response to an enquiry we will acknowledge it and keep you informed of progress if we cannot send a full response within 5 working days.

We will acknowledge receipt of all emails immediately where requested and will respond verbally, by email or in writing within 5 days as appropriate.

## **PERSONAL VISITS**

- Our reception area will provide a friendly welcome and prompt response to enquiries
- When you visit us we aim to provide an appointment for any general enquiry within 5 working days and to see you within 5 minutes of the time agreed.

## **CONCERNS & COMPLAINTS**

- We aim to respond promptly to any concerns you raise.
- If we make a mistake we will apologise and do our best to put things right.
- Our policy and procedures document for comments, compliments, suggestions and complaints is available on the school website or hard copies available from the school on request.
- We will respond to complaints according to our published policies. You are welcome to use the parent/visitor's comments form which is available in the main Reception area.

## **TO HELP US PLEASE WILL YOU**

- Provide us with the information we need to help you.
- Inform us of any changes in your personal circumstances which may affect any services that we provide to you.
- Let us know if you are unable to attend any appointment on time.
- Tell us if we have not dealt with your queries to your satisfaction, and also when we have exceeded your expectations.
- Support and respect our staff so they can serve you well.

## **WOULD ANOTHER FORMAT HELP?**

Please ask in Reception or contact us as shown below should you require a copy of this information as a leaflet in a different language or format.