

## Customer Care Procedure

To be reviewed Bi-Annually.

Procedure Agreed February 2019. To be reviewed February 2021.



### Aim

That everyone who visits or telephones Everton Nursery School and Family Centre (whether child, parent, carer, student, visitor) will be welcomed in a friendly manner with their needs ascertained and answered in a courteous and appropriate way.

### Customer Care Procedures

Staff at Everton Nursery School and Family Centre will undertake the following procedures:

#### Office Procedure for Enquires

The school/centre office is often the first point of contact for families. All staff when in the office will endeavour to follow school/centre policy in supporting all families and visitor enquires.

Please try to support all family and visitor enquires wherever possible. If any families/visitors need to speak to any member of the Leadership Team for further information, please ask them to wait in the centre foyer entrance (on the chairs). Inform a member of the Leadership Team so they can address the enquiry.

#### Telephone Enquires

The caller to be greeted in a polite and friendly manner i.e. "Good Morning/Good Afternoon, Everton Nursery School and Family Centre, can I help you?"

All messages to be recorded in the telephone message book/form, and then placed in the appropriate member of staff's folder/envelope.

All telephone enquiries to be answered within 3 working days if possible, taking into consideration absence of staff to follow up telephone enquiries.

If the telephone has to be left off the hook and unattended for any reason, please use the secrecy button to ensure confidentiality. The secrecy button can be depressed on resuming the call.

If a member of the Leadership Team is required to take the call, follow the above procedure, then transfer using the room transfer numbers.

This procedure was reviewed on 28<sup>th</sup> February 2019 by the Leadership Team.