Holy Trinity CofE Primary School

Customer Services Policy

Policy Reference:	Holy Trinity CofE Primary School Customer Services Policy
Date Policy Reviewed:	02.12.2025
Reviewed by:	Head Teacher
Next Review Date:	02.12.2027
Completed by:	SBM

Vision Statement

At Holy Trinity we believe that all people are precious and honoured in God's sight. From this belief comes a determination for all within our community to experience life in all its fullness, as promised by Jesus.

We embrace the holistic development for all in our community so that they may flourish academically, emotionally, and spiritually.

All that we do is underpinned by the modelling and promotion of six core values. These are: Justice, Service, Perseverance, Gratitude, Compassion, Courage and build on previous values of Peace, Hope, Friendship, Respect, Honesty and Forgiveness.

We offer a vision of human flourishing for all, one that embraces excellence and academic rigor, but sets them in a wider framework.

Holy Trinity CofE Primary School 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 established how Holy Trinity CofE Primary School deals with customers to improve its services and meet the needs of customers more effectively.

Ethos

- At Holy Trinty CofE School, children are valued, their talents are nurtured, and they are able to thrive in an inspiring and supportive environment.
- Parents and staff are valued as partners in our community, and their contributions are respected and celebrated.
- We value our diverse community where everyone has a voice
- We are guided by our Core Values of: -

    - **Justice**
    - **Service**
    - **Perseverance**
    - **Gratitude**
    - **Compassion**
    - **Courage**

Objectives

We are committed to providing high quality customer care in order to ensure:

- A positive working environment.
- A welcoming and friendly purposeful atmosphere.
- A professional and accessible environment for all visitors.
- We work with others and are inclusive of all.
- A close working relationship between pupils, parents and the wider community.
- We value our diverse community where everyone has a voice.
- An effective and efficient response to customer concerns/complaints.

- Queries are addressed quickly and efficiently.
- Customer privacy is respected.

Health and Safety

At Holy Trinity CofE School, the health, safety, and wellbeing of every child, member of staff, and visitor are of the highest importance. We are committed to providing a safe, secure, and nurturing environment where all members of our community can learn, work, and flourish.

Safeguarding

At Holy Trinity CofE School, safeguarding is everyone's responsibility. We expect all visitors to support our commitment to keeping children safe at all times while on our site. If a visitor has any concern about a child's welfare, they must report it immediately to the Designated Safeguarding Lead (DSL) or a member of the safeguarding team.

Procedures

As a school we have a very peaceful, nurturing approach to all stakeholders.

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
- Representatives of our suppliers
- Those delivering and/or collecting children/adults/goods
- Contractors
- Visiting speakers
- Emergency services

Security

- All visitors should be made to feel welcome, and a member of staff will show interest in their needs.
- Visitors seeking access to the building via Intercom will be dealt with promptly and courteously.
- All visitors will be asked to sign in and out of the building.
- All visitors, where applicable, must show their DBS certificate. A DBS check (Disclosure and Barring Service check) is a legal safeguarding process used in the UK to help schools ensure that individuals who work with or around children do not pose a risk.
- All visitors will be issued with a "visitors badge" for easy identification which needs to be always displayed on them. It is to be returned to the school when signing out.
- All visitors must comply with the stated access times when seeking to gain entrance to the site.
- All visitors should adhere to our school policies including our Code of conduct and Behaviour Policy.
- All visitors should share our commitment to safeguarding and promoting the welfare of children.
- All visitors should be treated equally by all members of staff.

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, emails, text message, the school website, letters about school events.
- Customers should be able to contact the school 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

- The main entrance foyer will be kept neat and tidy.
- The school office will be manned by at least one member of staff throughout the school day.
- Copies of school literature will be made available for visitors. These may include information booklets, copies of letters.

Telephone Calls

- Office staff members are appropriately instructed to deal with telephone enquiries promptly in a courteous and effective manner.
- If the customer is making a complaint, they will be directed to the relevant person.
- Office staff members have the necessary training in dealing with threatening or unpleasant phone calls. If the situation is serious and the customer becomes abusive, this will be dealt with calmy or, in exceptional cases, escalated to a member of the senior leadership team.
- It may not always be possible or appropriate to deal with a telephone enquiry immediately. When this is the case, it will be explained to the caller why they will need to be called back and when this will be. Before ending the call the number, they have given to be called back on will be repeated back to them to ensure it is correct.

Feedback

- Holy Trinity CofE Primary always welcomes feedback and suggestions from our parents and the wider public. We believe that working in partnership helps us continually improve the experiences and outcomes for our children. We gather feedback in a variety of ways, including:
- **Open-door communication:** Parents and visitors are encouraged to speak with staff at the start or end of the school day or contact the school office with questions, comments, or concerns.
- **Parent meetings and workshops:** Opportunities such as parents' evenings, curriculum events, and information sessions allow families to share feedback directly with staff and leaders.
- **School email:** Suggestions or comments can be submitted through the school office email (office.manager@holytrinity.sandwell.sch.uk).
- **Governors:** Parents can share feedback with school governors, who represent the community and help shape school improvement.

Monitoring and review

The SBM will be responsible for reviewing this policy every two years.

Any changes to this policy will be communicated to all relevant stakeholders.

The next scheduled review date is **01/12/2027.**