Customer Care Policy

Working hard to ensure every customer receives a positive experience of 4myschools, every time

A 4myschools customer is everyone we come into contact with on a daily basis, a school, a teacher, a school... anyone who we communicate with.

Key Objective
- To always deliver the highest possible standards of customer service
- To deliver a strong commitment to ongoing customer care training and development of our staff
- For the views of all our customers to be heard and used to help improve service delivery
- For service delivery to be responsive to people's needs
- To promote good, transparent and equal access to our services
- To promote good standards of information provision and communication
- To deliver good value for money
- Be responsible and ethical

Key Measures of Success
- Strong positive customer feedback through formal surveys and informal feedback
- Strong performance against all standard measures of service
- Evidence of customer service adapting to changing expectations
- Wide use of all services
- Evidence of customer service contributing to a strong reputation for the 4myschools brand
- High efficiency and ease of use

Key Performance Indicators
- Periodical customer service satisfaction surveys
- Proportion of new and repeat orders
- Proportion of new schools using our services
- Customer query resolution rates; compliments, complaints, comments and suggestions
- Customer calls answered within 3 rings at all times
- Customer care line available 24 hours a day 7 days a week
- Response times to email and written communications and requests
- Cost against success benchmarking

We strive to make every contact a positive experience for our customers. We will:
- Establish a best choice for communication with individual customers and appreciate each customer may like to be contacted in a different way
- Only communicate information that is of genuine, relevant interest
- Always listen carefully to what customers say
- Be professional, honest, polite and courteous
- Give a contact name in every communication
- Let customers know what will happen next
- Point people in the right direction if we can't help
- Write letters, emails and communications that are easy to read and understand
- Respond to calls, letters and emails promptly and when that is not possible, we will communicate an update with details of who is dealing with the matter and a deadline
- Let people know if there will be a delay in responding
- Always close our communications by asking if there is anything further we can help with