

4myschools Customer Service Policy

‘Working hard to ensure every customer receives a positive experience of 4myschools.

A 4myschools customer is everyone we encounter and who we communicate with

4myschools is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

Key Objectives:

- 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.

Communication:

- We strive to make every contact a positive experience for our customers.
- Return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within 24 hours and immediately where possible. Where we are unable to meet this agreement, we will inform you of this as soon as possible and agree a new deadline.

Consistency

- As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and the Recruitment and Employment Confederation’s Code of Professional Practice; and that they are consistently applied to all our customers.

Complaints

- 4myschools seek fair, just and prompt solutions when possible, to any complaints and appeals. All such issues should be directed to Ian Walker Head of Operational Improvements in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes; copies are available from our offices or on 4myschools website.

Reduce Bureaucracy

- Wherever possible, without compromising our legal requirements and professional standards we strive to reduce the burden of unnecessary paperwork.

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 service.
- Customer query resolution rates; compliments, complaints, comments, and suggestions
- Customer calls always answered within 3 rings.
- Customer care line available 24 hours a day 7 days a week
- Response times to email and written communications and requests within 24hrs.
- Cost against success benchmarking

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 and of 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 cannot 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

How to Contact Us:

Tel: 01245 353808

Email: info@4myschools.org