

School Support Service Customer Service Standards

WHEN ENGAGING WITH US:

IN PERSON

- iPoints and school offices will be staffed at all times during our published business hours, (normally 8.45am-5.00pm).
- On occasions where iPoints/school offices need to be closed to customers a notice will be displayed clearly stating why and when it will re-open. All notices will be dated.
- All callers/visitors will be treated in a welcoming and courteous manner.
- No caller/visitor will wait in a queue longer than six minutes to be welcomed.
- 90% of questions and requests will be responded to within two working days.
- 60% of questions and requests will be resolved within four working days. The exception to this will be those policies and procedures that we support that stipulate other processing times.

BY PHONE

- All calls will be answered courteously and by informing the caller which area they have reached and who they are speaking to.
- All calls will be answered during office hours within one minute by a member of the team.
- If staff are not available to take calls, telephones will be diverted or a voicemail will be activated.

IN WRITING

- All written correspondence we produce will be on university headed paper and include the date posted.
- All written correspondence we receive will be responded to within four working days. If investigations are needed or information collected to provide a full response, an acknowledgement will be sent stating the timeframe for the full response.
- Emails will be responded to within two working days. If investigations are needed or information collected to provide a full response, a holding response will be sent.
- Out of office messages will be used when appropriate. This includes by our part time staff and on generic email addresses. Out of office messages will provide alternative contact details and a Freedom of Information statement.

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We also work to a [Charter](#) For us to hear your views on how we are doing please complete our short anonymous [survey](#)