

Customer Service Policy

All feedback and communication with our customers and staff and is vital in providing a high-quality service.

1. Customer Care Statement

At An Apple A Day Supply, we truly believe that by putting customers first and listening to what they want and need, we can deliver the highest possible standards of customer care.

We have worked very closely with our schools and teachers to ensure that our policy helps us to achieve our overall aims to:

- Put our customers and staff at the heart of our business
- Delivering a high-quality service
- Build honest and open relationships with our customers

2. Our Customers

Our customers are any schools or child care provisions who work with our teachers.

Customer care is the way in which we communicate and interact with our customers to support the service that we provide to them.

3. Aim of this policy

The aims of this policy are:

- To set out how we provide high quality and customer focused services
- Have clear standards on how we expect our employees to behave
- Help customers to understand how our values underpin everything we do and everything we aim to achieve

Partnership:

- We believe in working together with people, internally and externally, to achieve the very best.
- We recognise that listening to others and understanding their needs is the only way to develop long-lasting and successful partnerships.

Drive:

- We have the passion, compassion and determination to achieve better things; a will to succeed and be the best that we can - both as individuals and as an organisation.
- The energy and drive to make a difference to local children, schools and teachers.
- An ambition and desire to build something that both staff and customers are proud to be part of.

Responsibility:

- What we do is serious and important to the lives of local people.
- We approach our work with professionalism and integrity.
- We take a long-term view and are aware of the impact our actions have on peoples' lives.
- We will always strive to achieve positive benefits for all.

4. Principles of the policy

4.1 Our customers can expect us to:

- Always strive to deliver a quick, professional, quality and friendly service.
- Show that we understand that schools are all different and provide teachers suitable to their school and position.
- Always be open, honest and truthful with our customers.
- Create opportunities for customers to get involved in developing areas of our business and services which affect them, and communities.
- Encourage feedback so that we will learn from customer experiences and can act accordingly to ensure that the customer is satisfied.
- Keep our appointments and bookings with customers, but whenever unable to do so, to inform customers of any changes in a timely and responsible way.

4.2 We promise to uphold our commitment to delivering excellent standards for customer care by:

- Making our customers feel valued whenever they contact us or when they/we visit – in line with our customer service standards.
- Regularly monitoring and reviewing what we do to make sure we don't act in a discriminating way.
- Providing employees, partners and volunteers with high quality training to ensure that customer focus and diversity awareness are present in all the work that they do.
- Setting out clear policies and procedures designed to implement standards.
- Positively promoting the complaints service to customers so that they can tell us when a service has not reached the published standards or their own expectations.

4.3 We promise to communicate with customers in the best way we can by:

- Being available on the phone or calling back the same day
- Making use of the internet and social media (e.g. Facebook and Twitter).
- Making private interview rooms available to customers when appropriate to do so to ensure confidentiality is maintained.
- Arranging to visit customers in their school when it is more convenient or appropriate to do so.

4.4 We aim to maintain high standards for communication and customer care by:

- Returning telephone calls to customers on the same day that we have promised to do so.
- Acting upon messages left by voicemail, email, social media, text or with employees before the end of the next working day.
- Where a satisfactory response is likely to take more than 5 working days to prepare we shall contact the customer to explain. We shall agree with them how we will keep in touch with them, until we can provide a full response.
- We will ensure that personal information held about people is used and protected in line with the guidelines relating to the GDPR 2018 and with our company Data Protection Policy.

4.5 Our Employees and those acting on our behalf will:

- Give our name to customers whenever greeting them in person or on the telephone.

- Wear a company name badge whilst at work and carry a separate photographic ID card and DBS certificate.
- Introduce ourselves when arriving at school, giving their name, our company name, the details of the assignment and offering our photographic identification card for the customer.
- Arrive at the agreed time and be suitably equipped to deal with any pre-arranged assignment, as per our Teachers Code of Conduct.

4.6 We ask our Customers to:

- Not use offensive, discourteous or threatening language or behaviour whenever dealing with our staff.
- Let us know if they have any concerns, complaints or positive feedback.
- If unsure of anything to do with our service, get in touch via phone or email.
- Give us 24 hours' notice before changing or cancelling a booking without charge

5.0 Performance Monitoring and Responsibilities:

It is the responsibility of the Company Directors to ensure that:

- All staff are made aware of the policies relating to customer care.
- All staff receive suitable training to deliver services in line with those policies.
- Services are monitored, and where necessary, records relating to performance are collected.
- Customers are adequately informed of changes to policies and that suitable support is offered to help them understand these.
- Appropriate action is taken against employees whose actions are inconsistent with this Charter to the clear detriment of customers.
- All complaints are dealt with quickly and a resolution is agreed with the customer.

Complaints and feedback policy

We are committed with providing a high-quality service to all of our customers. If for any reason, our customers are unhappy with any aspect of our service, we ask that they let us as soon as possible.

How to leave feedback

If you would like to leave positive feedback or report any concerns regarding bookings, a teacher or a school, please contact the office to discuss. You can call us on 01225 302011 or email us directly info@appleadaysupply.co.uk. All positive feedback is noted and is fed back to the involved parties as we feel it is important to let our customers and employees know about the positive things they are doing.

If your problem is about an invoice you have received or pay from An Apple A Day Supply, please contact our Company Director Gemma on 01225 302011.

There is also an option to provide feedback through the Feedback Form which are sent out regularly throughout the year to teachers and schools.

To make a formal complaint, please follow the process as listed below:

Complaints process

1. Please contact us on 01225 302011 and ask to speak to our Company Director or Business Manager. Please give details of your complaint and what you would like to happen.
2. Our Company Director or Business Manager will investigate your complaint and contact you within 48 working hours with an update.
3. If your complaint is a Safeguarding concern, this will be reported to LADO/MASH within 48hours. They will then inform us of how the allegation will proceed. Regular contact will be kept with teachers and schools involved to ensure support and guidance
4. Following an investigation, you will be contacted with a suggested next step. Please confirm whether these are agreeable to you. If applicable, part of this next step may involve a review of our systems and processes.

For any complaints, we always seek to resolve the issue as promptly and efficiently as possible. We also keep all notes on our database for all those concerned and record necessary points of action or next steps.

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