



Customer Service Promise

Carlton le Willows currently holds the Customer Service Excellence Award. This is a step up from Charter Mark, which we maintained for many years. As far as we are aware, we are the only school in Nottinghamshire to have achieved Customer Service Excellence and we believe that there are only two other schools that hold the award in the East Midlands, so we are very proud to reach this high standard.

The Government uses the Customer Service Excellence Award as a way of helping front-line public services, including schools, to develop high-level provision by putting customers at the heart of what they do. The award judges us on how well we communicate with parents and pupils and how welcoming we are to visitors. Recent surveys, observation of practice and interviews with a wide variety of people all contributed to securing the standard.

Customer Service Excellence is a robust measurement of the service we provide. Although we are pleased that parents and pupils feel very satisfied with the school, we will continue to look at ways in which we can improve Carlton le Willows further to ensure the highest standards for all of our pupils. Below is our customer charter.

Customer service promise

Telephone

1. The receptionist will aim to respond to your telephone call by the third or fourth ring.
2. We will respond to enquiries politely and professionally and will aim to respond by the end of the school day, if possible.
3. If the person you would like to speak to is unavailable, we will try to return your call within two working days of their return.
4. If possible, we will leave a name and brief message if there is no response to a telephone call.

Letters and e-communications

1. We will aim to respond to letters and e-communications professionally and politely and in the Academy standard format.
2. We will aim to respond to emails and letters within two working days of their receipt.

Visitors

1. Visitors will be greeted in a polite and friendly manner and we will provide access to a private room, if necessary. On arrival at the Academy, you will be acknowledged within two minutes by the receptionist.
2. Where possible, visitors will be collected by the person they are meeting and escorted to and from reception.

Guidance to parents on the Academy's complaints procedure

We aim to make Carlton le Willows Academy a happy, safe and caring place so that pupils may benefit from the best possible education. All of our staff, both teaching and non-teaching, are dedicated to this aim. If parents think we are not living up to expectations, we want to know so that we have the opportunity to put things right.

The Academy's complaints procedure allows for general concerns and complaints to be made and considered initially on an informal basis. If a complaint falls outside the normal complaints procedure, for example child protection or special educational needs, then the appropriate procedures will be applied.

Stage 1: Informal route

1. If parents have a general concern, they should speak to their child's tutor in the first instance. If this person cannot resolve the matter it should be referred to the relevant house leader.
2. If the concern or a complaint is specifically related to a subject area, then parents should speak to their child's subject teacher or the head of that department.
3. Parents will appreciate that it is helpful if a concern is expressed as soon as possible after the relevant incident. The staff member will respond as soon as practicable, and in any case within two working days. The person who is dealing with the matter is expected to keep parents informed of progress or the reason for any delay.

Formal route

Most general concerns or complaints will normally be resolved through the informal route, but if you are not satisfied with the response to your complaint then you should follow the Academy's formal complaints procedure.

Stage 2:

1. The complainant must put the complaint in writing, addressed to the Headteacher, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the academy has not met reasonable expectations.
2. An investigation will be carried out by a member of the Senior Leadership Team of the academy; which may include the offer of a meeting with the complainant. The investigator will speak to others involved. Whenever reasonably possible, any meeting with the complainant will take place within 15 school days of the written complaint being received.
3. The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the complainant; if no meeting is arranged it will be within 15 school days of the written complaint being received.

Any complaint relating to the Headteacher will be raised with a designate a member of the Local Governing Body to investigate in the same way as in the first stage of the formal process outlined above.

Where the complainant remains dissatisfied he may request the complaint is dealt with at Stage 3. Any such request **must** be set out in writing, stating where the complainant remains dissatisfied and lodged within **10** school days of the complainant receiving the findings in writing.

Stage 3:

1. The complainant must put the complaint in writing, addressed to the Executive Headteacher, setting out briefly the facts and stating what it is that the complainant considers should have been done or where the academy has not met reasonable expectations.
2. The Executive Headteacher may appoint a member of the Local Governing Body of the academy to investigate the complaint. The investigation may include the offer of a meeting with the complainant. Whenever reasonably possible, any meeting with the complainant will take place within 15 school days of the written complaint being received.
3. The investigator will put her/his findings in writing and will indicate what, if any, steps should be taken to resolve the matter. Whenever reasonably possible, this will be done within 15 school days of any meeting with the complainant; if no meeting is arranged it will be within 15 school days of the written complaint being received.

Where the complainant remains dissatisfied he may request the complaint is dealt with at Stage 4. Any such request **must** be set out in writing, stating where the complainant remains dissatisfied, what remedies are being sought and be lodged within **10** school days of the complainant receiving the findings in writing. The request must be addressed to the PA of the Executive Headteacher.

Stage 4:

1. The Complaints Panel of the Academy Trust will consider all complaints at Stage 4.
2. The Complaints Panel must comprise at least three people, which will include one person who is independent of the management and running of the Academy Trust and any of its academies.
3. The Complaints Panel may also include one or more persons from the following categories:
 - (i) A member of the local governing body of the academy where the complaint emanated from;
 - (ii) A member of a local governing body from another academy within the Academy Trust or some other independent person;
 - (iii) A member of the Board of Trustees from the Academy Trust.
4. None of the members of the Complaints Panel will have been directly involved in the matters detailed in the complaint.

5. The Clerk will invite the academy to put in writing its response to the complainant's reasons. The academy will provide this within 15 school days. At the end of that period (whether or not the academy has responded) the Clerk will convene a meeting of the Complaints Panel. That meeting will be held as quickly as practicable given the need to find a date that is reasonably convenient for the complainant, the academy and the members of the Complaints Panel. Whenever possible, the meeting will be held within 15 school days of the end of the academy's response time. At any meeting, the complainant will be entitled to be accompanied by a friend but legal representation will not be allowed.
6. The meeting is not a court case, it will be held in private, and will be as informal as circumstances allow. The complainant will have the opportunity to put her/his reasons for dissatisfaction and to enlarge on them but may not introduce reasons that were not previously put in writing. The academy will have the opportunity to put its side of things and each side, as well as the Panel members, will be able to ask questions. The complainant will have the opportunity to make final comments to the Panel.
7. The Panel may make findings and recommendations and a copy of those findings and recommendations will be
 - (i) sent by electronic mail or otherwise given to the complainant and, where relevant, the person complained about; and
 - (ii) available for inspection on the academy premises by the Academy Trust and the Headteacher.
8. The Panel will formulate its response as quickly as reasonably possible, aiming to do so within 10 school days, and the Clerk will notify all concerned.