

Scomis Education

Customer Service Standards

Customer Service Vision Statement

Our vision is for our teams to be friendly, polite, professional and helpful, and focussed on providing innovative, high quality services that add value and matter to our customers and partners. We are committed to seeking feedback and an insight into the needs of each of our customer groups in order to continuously improve our services.

Our aims are to make sure that:

- the service delivers the outcome promised and deals with any issues that arise;
- the service responds promptly to your initial contact and deals with the issue quickly and efficiently;
- the information given to you is accurate and comprehensive and you are kept informed of progress;
- our staff are competent and treat you fairly;
- our staff are friendly, polite and have an understanding of your needs;

We will:

- develop our services around your expectations and use your feedback to shape and continuously improve the services we deliver;
- listen to you in order to understand how best to deal with your needs and learn from what you tell us;
- publish information concerning complaints, compliments and suggestions including any resultant actions;
- provide you with clear, accurate and up to date information;
- ensure all matters are treated sensitively and in the strictest confidence;
- provide different ways for you to send us any compliments, complaints or comments and suggestions to help us improve;
- put our services right if they go wrong;
- ensure that your personal data is stored securely and adhere to all relevant data protection legislation and policies;

- ensure that our staff display official identification when providing face to face business services;
- ensure that our staff are appropriately trained and, where necessary, professionally qualified;
- make our services easily accessible;
- provide you a contact name and, where appropriate, a reference number when you call us;
- Let you know in the event of any service being unavailable, and keep you up to date until the issue is resolved;
- undertake regular quality and performance checks.

Performance Standards

Customer Satisfaction

- The Education Team's Customer Satisfaction target is 95%, measured via survey feedback.

Telephone Calls

- 95% of calls to be answered in 30 seconds or less.

Letters and emails

- For managed mailboxes we aim to provide an automated email acknowledgement on the same working day.
- We aim to respond in full to emails within 5 working days.
- We will provide an initial response to a letter within 5 working days from date of receipt and in this will outline the likely timescale for a complete response.

In Person

- Visitors to Great Moor House will be greeted at Scomis Reception within 5 minutes of notification of arrival.
- We will meet any agreed appointment times and will keep you informed of any delays.

Equality & Diversity - Challenging inequality and celebrating diversity

Devon County Council is signed up to the Devon Joint Declaration for Equality.

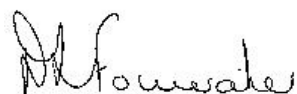
The five principles for Equality are:

- (i) Ensure Acceptable Behaviour;
- (ii) Respond to Complaints and Incidents in a Positive and Pro-active Way;
- (iii) Provide Access to Services, Facilities and Information;

- (iv) Recruit and Employ People Fairly:
- (v) Meet Specific Needs.

The Scomis Customer Service Standards will be subject to regular review taking into account customer and staff feedback and the effectiveness of the standards.

Signed on behalf of the Scomis Senior Leadership Team:



Debbie Foweraker
Head of Scomis Group

2nd June 2021