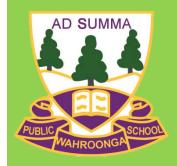
Implementation Guidelines



Customer Service Charter

February 2016

Building and maintaining positive relationships is at the forefront of everything that we do. The school is a large organisation made up of people with various backgrounds and ambitions. We understand that parents advocate for the educational outcomes and wellbeing of their children.

National Professional Standards for Teachers:

7.3.2 We establish and maintain respectful collaborative relationships with parents/carers regarding their children's learning and wellbeing

7.3.3 We demonstrate responsiveness in all communications with parents/carers about their children's learning and wellbeing

7.3.4 We identify, initiate and build on opportunities that engage parents/carers in both the progress of their children's learning and in the educational priorities of the school.

Responsiveness

- We aim to respond to phone and email enquiries to the office within 48 hours, and mail correspondence within one week. Receipt of emails to the administration account will be acknowledged.
- We will provide accurate and up-to-date information, when you need it.
- Teaching staff may elect to utilise email communication, but this is not supported by the industrial union and teachers cannot be compelled to engage through email.

Quality Service

- We seek to understand, before being understood.
- We greet community members politely and respectfully.
- The member of staff answering the telephone will provide a response to your query or forward it on to the appropriate staff member.

Confidentiality

 Personal information is treated confidentially and only shared with authorised personnel when required to improve our service.

Transparency

- We are open and transparent about our processes.
- Staff members disclose conflicts of interest.
- You may access your personal information if you request it.

Professionalism

- Our dealings with you will be conducted with integrity and honesty.
- Every student, parent and community member is treated equally.

Tom Moth Principal 19/2/16

T. Pott