

CUSTOMER CARE

SCHOOL TARGETS

<u>AREA</u>	<u>TARGET</u>
Telephone Calls	Answer within 5 rings
Personal Callers	Attend to within 2 minutes
Letters	If number provided, contacted within 48 hours If no contact number, letter sent within one week
Complaints	If by telephone, response within 48 hours If by letter, verbal response within 48 hours If in person, interview with a member of the SMT or relevant PT
E-mails	Within 48 hours
Surveys	80% positive response
Staff referrals to:	
1) PTs	Within 48 hours
2) Pupil Support	Within 72 hours
3) SMT	Within 48 hours