



CUSTOMER SERVICE POLICY

Our aim is to provide and maintain the best possible service to our pupils, parents/ guardians, volunteers, teachers and the public. We take pride in providing a professional service and inspiring the highest level of trust.

EXCELLENT CUSTOMER SERVICE

At all times JCADA teachers and volunteers will endeavour to:

- Show courtesy and respect in both spoken and written words, body language and demeanour.
- Provide the services they deliver with accuracy and accountability.
- Have integrity in all their dealings with members of the school as well as the general public.
- Consider the needs of their customers (pupils, parents, examiners etc).
- Be prompt in their actions, keeping people informed of progress.

COMMUNICATION

JCADA welcome communication by the following means:

- Email
- Social media
- Telephone
- In writing
- In person - an appointment may be required.

Contact details can be found on our website www.jcada.co.uk

JCADA endeavour to ensure that all information is communicated clearly and in good time. Information will be communicated to pupils, participants, parents and guardians via the following means:

- Email
- Text
- Website
- Newsletter
- Social media (Facebook, Twitter, Instagram)
- Notice boards

The school must have the correct contact information at all times.

COMPLAINTS

JCADA prides itself on creating excellent working relationships with both pupils and parents/guardians. Should anyone feel they need to make a complaint:

- Please contact the Principal who will arrange for the matter to be discussed at the earliest convenience.
- The Principal will investigate the matter and come back to the complainant at the earliest opportunity.
- All correspondence, statements and records relating to the complaint will be kept confidential, unless a resolution is not reached and further action is required.

This policy is reviewed annually. Next date for review: 9th August 2022

J CLARKE