



## Customer Service Information



How we can help you with enquiries

We welcome your comments to help us improve and develop



# How we can help

All our customers have a right to expect a good service and we welcome enquiries and feedback on whether we do this. This booklet sets out our policy in providing a service for you, our customers.

## **Your comments are most welcome!**

As with any service organisation, we need to know what you, the customers, think about our services if we are to improve and develop them. We welcome all feedback – including compliments where you feel they are appropriate!

If you would like to comment on any aspect of Ashcroft Technology Academy, please let us know. A simple way of doing this is to note down your comment and drop it into the Academy. Alternatively you may telephone or call in personally. Comment cards are also available on request in the reception area of the Academy.

A separate policy relating specifically to complaints is available from the Academy website under Policies and Other Public Documents in the About ATA section.

# Which service of Ashcroft Technology Academy do you wish to contact?

## Reception

General enquiries

## Student services

Admissions Y6 transfer – *Office Manager*

Admissions Y7-Y11 – *Office Manager*

Admissions Sixth Form – *Assistant Principal for Further Education or  
Further Education Secretary*

Welfare – *Welfare Officer*

Education Welfare – *Education Welfare Officer*

Attendance queries – *Student Services Officer*

(An answerphone service is available to leave information relating to attendance)

Mealman enquiries – *Restaurant*

Uniform sales – *Communications Manager*

Student Learning & Pastoral Matters – *Student Progress Managers*

Other – *Central Office*

## Finance

Clothing grants, bus passes, and free meals – *Finance Department*

## Premises

General enquiries – *Building Services Manager*

Hiring of facilities – *Director of Resources*

# Contacting the Academy by telephone

The Academy's number is **020 8877 0357**.

The switchboard is open between 8.00am and 4.30pm Monday to Friday. During term breaks the office hours are 09:00 to 4:00pm Monday to Friday?

When you first get through you will be greeted by a recorded message that will offer you the choice of dialing 0 for the operator, 1 for attendance related matters and 2 for Year 7 Admissions.

The receptionist will then put you through to the appropriate extension. However, if the member of staff is not available a recording will ask you to leave a brief message that will be listened to before the end of business and responded to by the member of staff within 2 working days.

Outside of Academy hours an answerphone service is available for you to leave a message that will be read early on the following working day.

# Sending an e-mail to the Academy

The Academy's e-mail address is:  
**info@ashcroftacademy.org.uk**

Your e-mail messages will be read first thing in the morning and at intervals throughout the day.

# Our Customer Service Policy

At Ashcroft Technology Academy we aim, above all, to provide effective education for our students. We also aim to provide all customers (students, parents and members of the local community) with a service that is prompt, helpful, friendly and professional.

To help achieve this aim, we work to a set of common minimum standards. We aim to:

- ⇒ Reply to enquiries made in person immediately, or deal with that enquiry within 1 working day.
- ⇒ Deal with telephone calls promptly and in a pleasant and helpful manner, aiming where possible to answer within six rings once through to the appropriate extension. We will ensure that calls are transferred to the appropriate extension where necessary.
- ⇒ Listen to all answerphone messages before the end of business on the day they are received or early the following working day.
- ⇒ Ensure that a response is given to a telephone message within 2 working days. Where a final response cannot be given immediately, we will tell the caller how long it should take to complete the enquiry and who to contact in the meantime if necessary.
- ⇒ Ensure that messages taken for colleagues are passed on promptly to the named person, or in the event of absence, to another colleague who can deal with it.
- ⇒ Read e-mail messages first thing in the morning and at intervals throughout the day.
- ⇒ Acknowledge correspondence within 2 working days and reply in full within 5 working days of receipt. Where it is necessary to pass on correspondence to another person, we will tell the customer within 2 working days, explain what has happened and who will be the named contact for future action.