



Customer Care Standards

How Well Are We Doing?

Questionnaire Feedback - Graphs

2007 - 2009

In session 2006 – 2007 we introduced Customer service standards to the Academy with the aim of helping us to provide the highest professional standards of service.

OUR CUSTOMER SERVICE STANDARDS

When you contact the school we will strive to provide the highest professional standards of service. We will do this by:

- Treating you fairly and with respect
- Respecting your confidentiality at all times
- Ensuring the provision of professional, well-qualified staff
- Providing a safe, stimulating learning environment for your child

We will keep you informed of the wider developments and achievements within the school by:

- Giving you accurate information in a way that meets your needs
- Keeping you up to date with whole school and individual issues, through newsletters and meetings

We will strive to be responsive to your needs when you contact the school for any reason by:

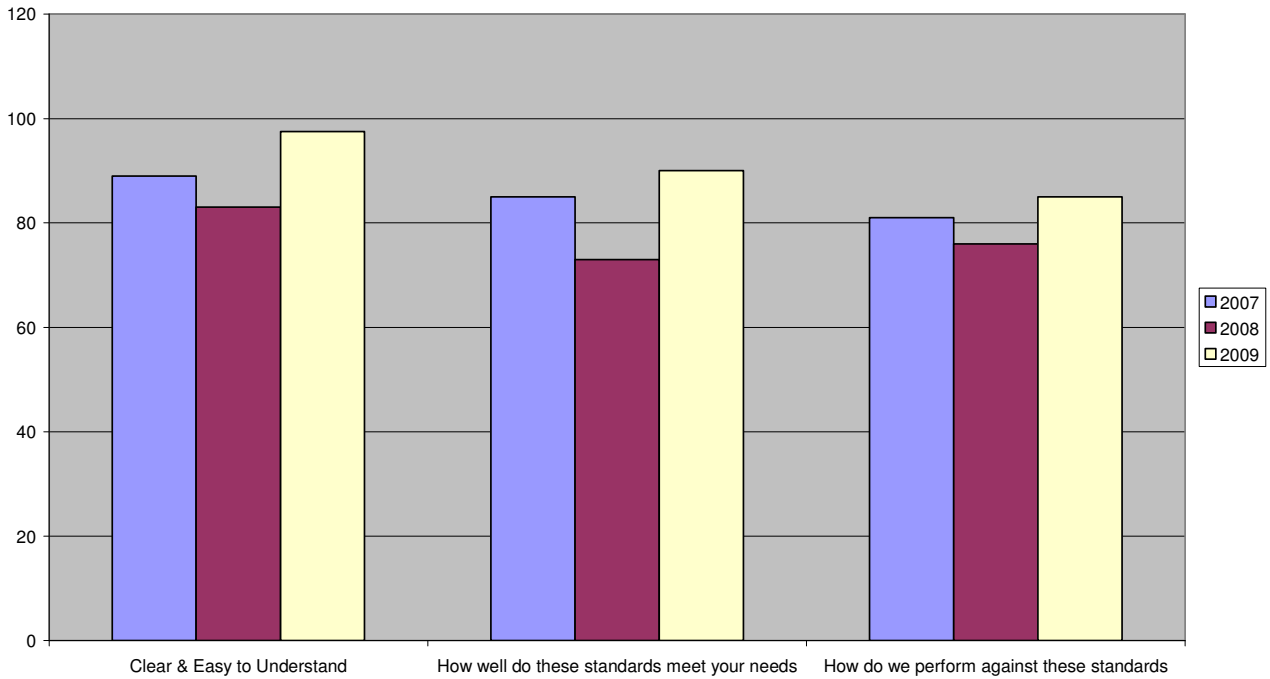
- Addressing concerns within 3 working days
- Answering the telephone within 3 rings
- Responding effectively to letters etc. within 3 working days
- Ensuring polite, friendly, approachable, responsive staff at all times

On an annual basis, in our Standards and Quality Report, we report on how we have kept these promises and also how we performed against the targets we have set.

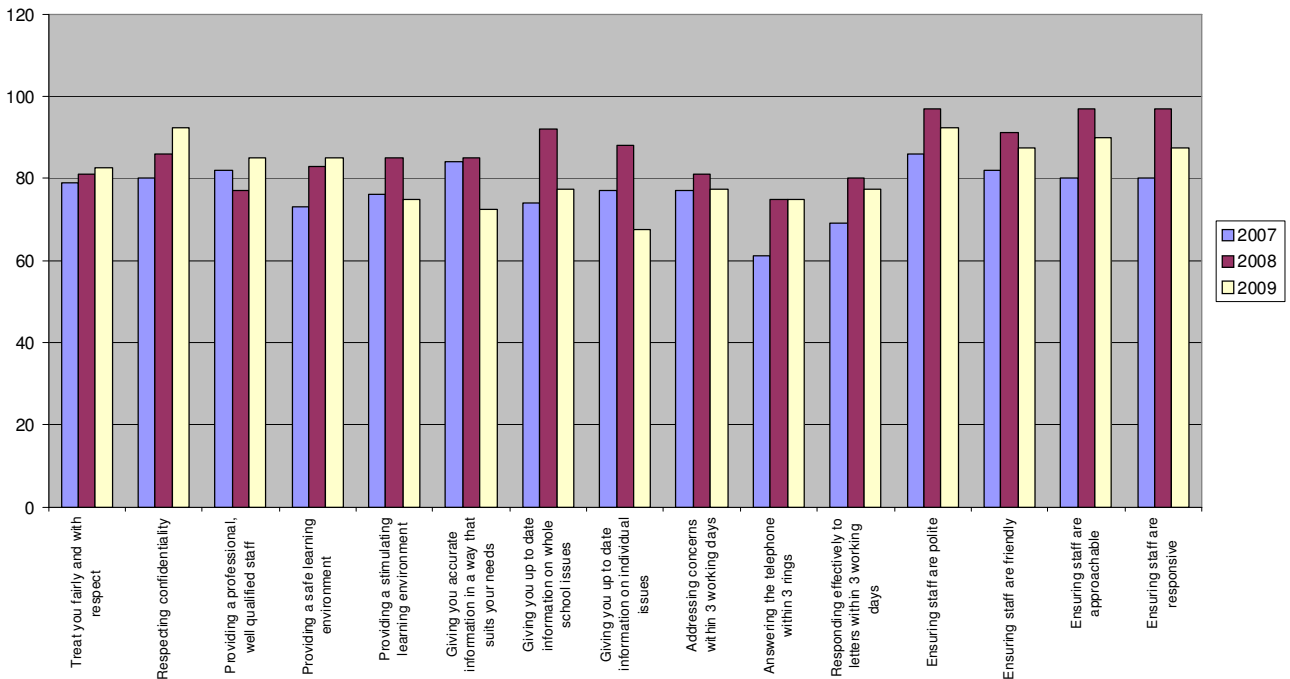
WHAT DID THEY THINK?

The following graphs show the responses from the Parent Questionnaires distributed by Armadale Academy during the period 2007 – 2009.

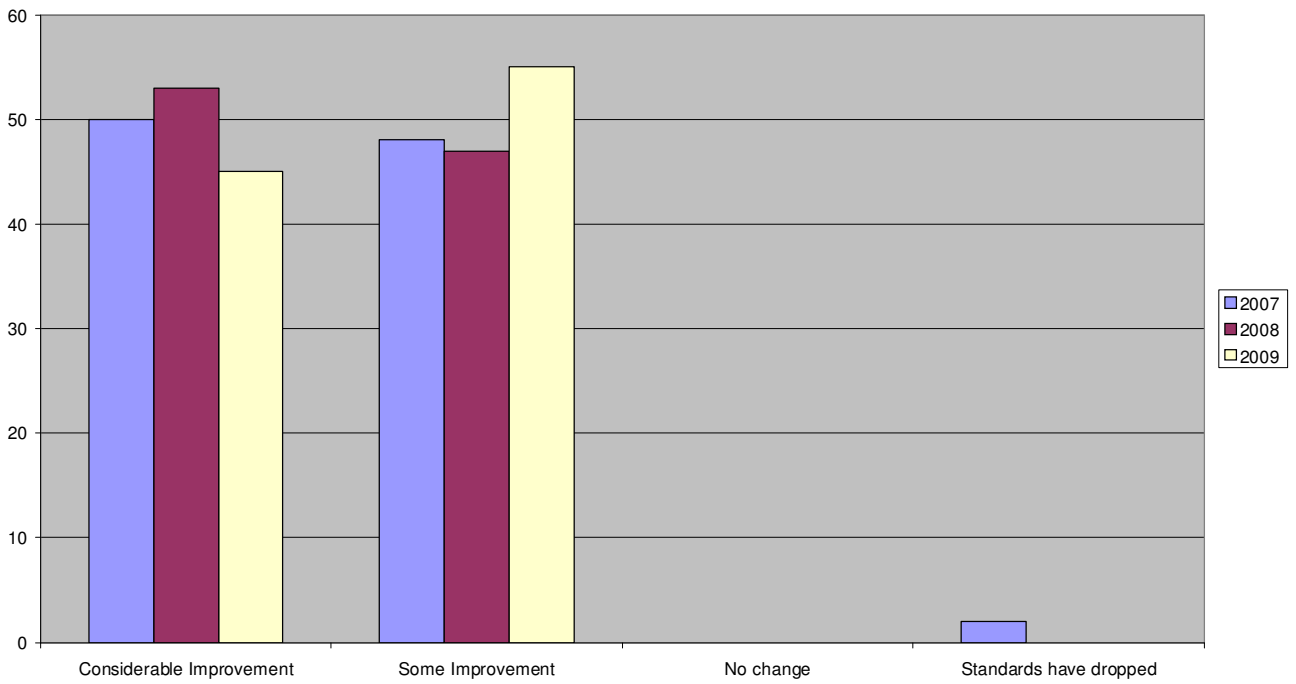
Standards



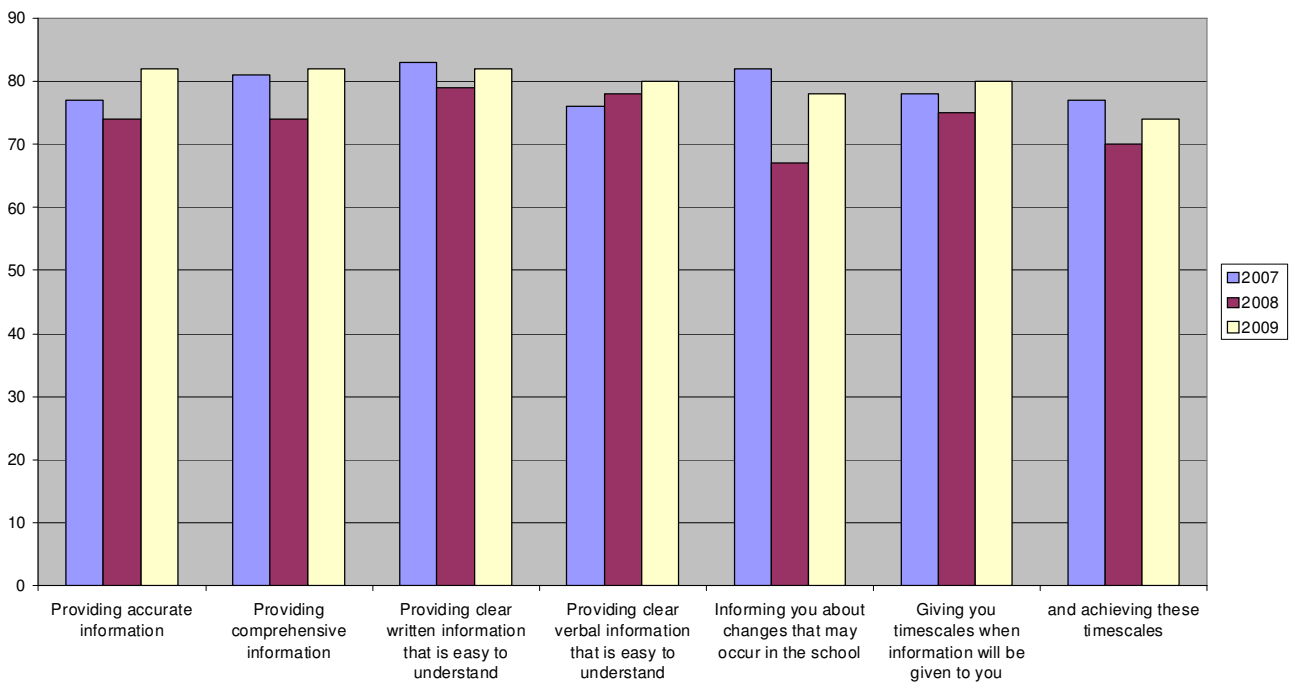
Performance against standards



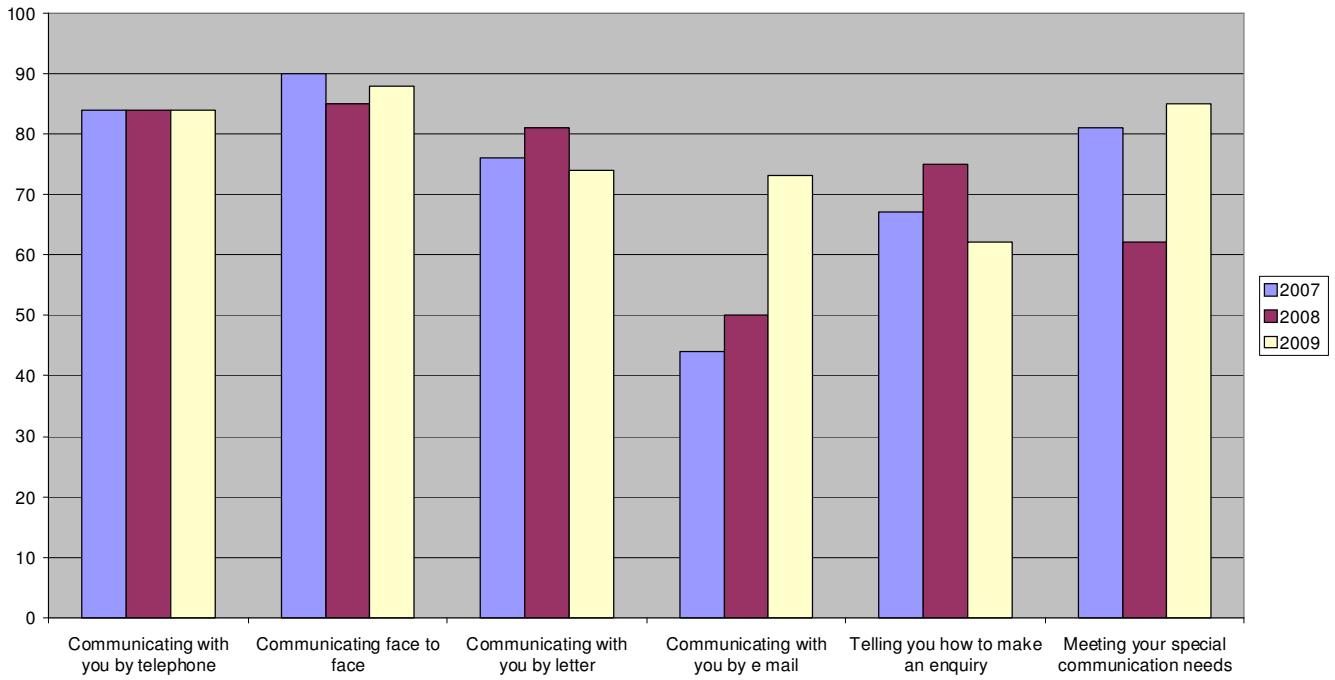
Year comparisons



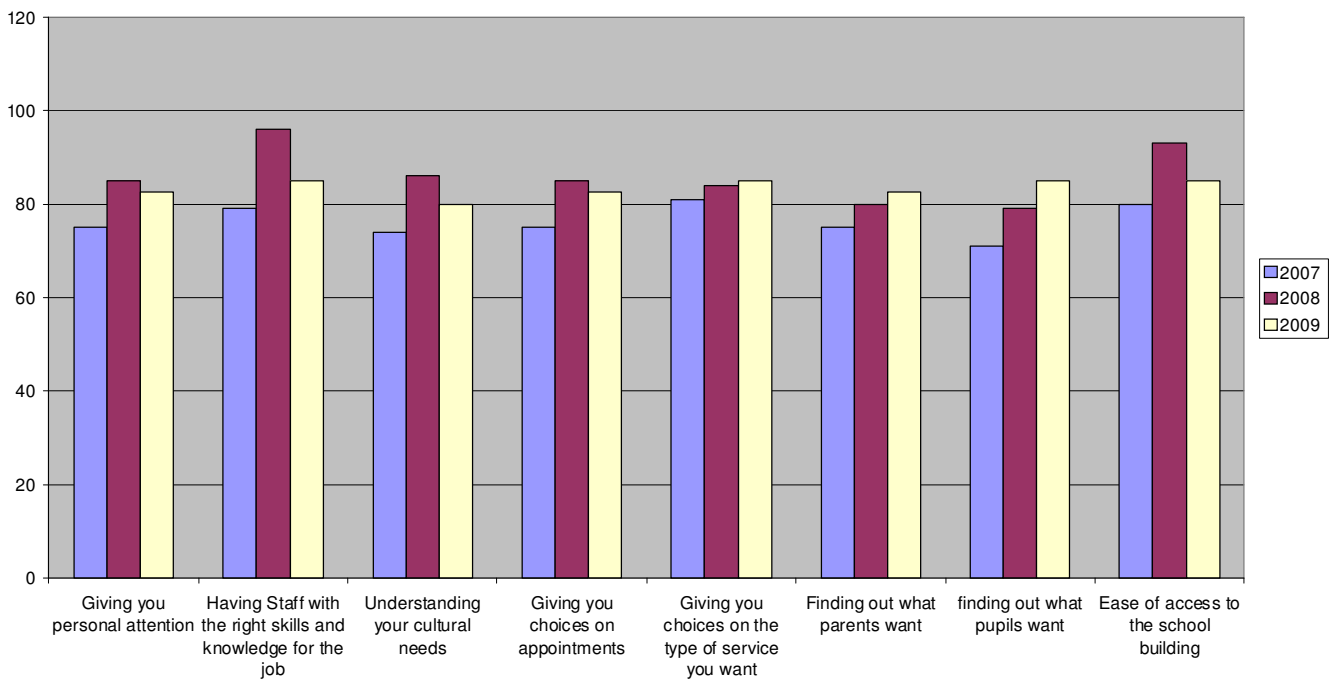
School Information



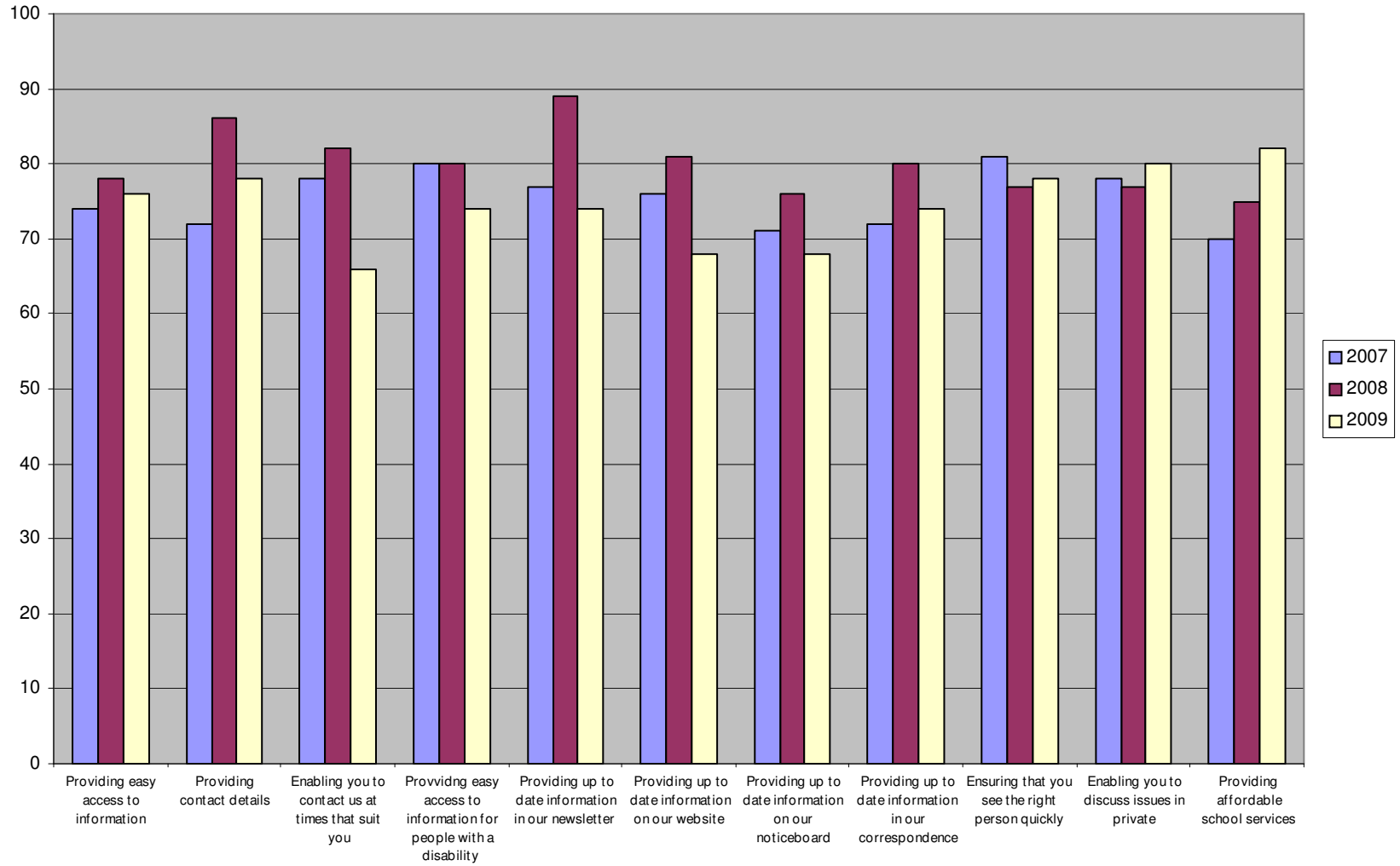
Communication



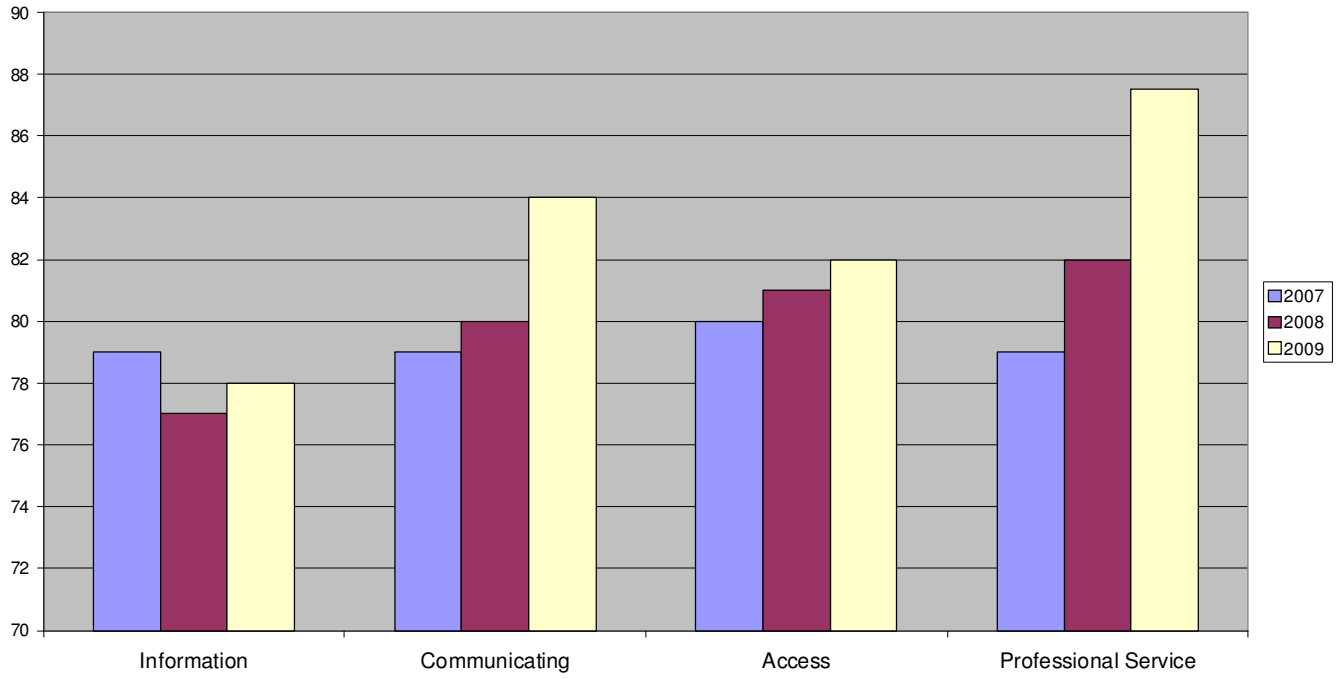
Professional School Service



Access to School Information




Overall Satisfaction




Further Information

If you would like further information about the data contained in this publication or about Customer Care Standards within Armadale Academy please contact Andrew Sharkey, Depute Head Teacher using the contact details below.

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