



Mintlaw Academy

**Customer
Service
Charter**

Aug 2016

Core Values of Mintlaw Academy

Following consultation with pupils, parents and staff, the core values for Mintlaw Academy embedded in everything we do are:

- Achievement
- Inclusion
- Motivation
- Opportunity
- Respect
- Success

Our aim

Mintlaw Academy is committed to providing high quality services and delivering high standards of customer service.

As a customer of Mintlaw Academy, you have the right to be treated fairly and considerately when using our service whether in person, by phone, in writing or by any of our electronic channels (including email and internet enquiries). These standards outline the level of service you should expect and gives you the opportunity to challenge us if we do not deliver them.

We will deal with you as an individual and ensure that you are treated fairly and equally, regardless of age, sex, race, religion, disability or sexual orientation.

When dealing with all customers, we will:

- Be friendly and accessible
- Understand your needs
- Meet your expectations wherever possible and explain when we cannot
- Treat you as we would expect to be treated ourselves
- Respect confidentiality
- Provide a quality service and work continually to improve this service
- Wear badges at all times or produce identity cards

Contacting Mintlaw Academy - Our Pledge

If you contact us by phone, we will:

- Answer your call within 5 rings, politely and give a name
- Listen carefully to what you say
- Arrange to use Language Line or an interpreter if you have difficulty speaking English
- Help you complete forms, when required
- Take clear and concise messages and ensure your message is passed onto the appropriate person
- Deal with your enquiry at first point of contact, whenever possible
- Always pass on full details of your call if we have to transfer your query to someone else
- Specify when we will get back to you if we are unable to give you an answer straight away

If you contact us in person, we will:

- Make sure our reception area is clean, tidy and safe
- Be welcoming, courteous and helpful at all times
- Greet you at our main reception area within 5 minutes of your arrival
- Offer you somewhere private to talk to us where applicable
- Give our full attention to the customer
- Keep you informed of the length of time you are likely to wait to see the person you need
- Offer an appointment where this may be more appropriate, responsive or efficient
- When a customer has special needs, find out what they need and aim to provide it
- Arrange to use Language Line or an interpreter if you have difficulty speaking English
- Help you to complete forms, when required
- Deal with queries at first point of contact, wherever possible

If you email or write to us, we will:

- Respond within 5 working days
- Use plain English in our reply
- Give the name of the person dealing with your enquiry
- Arrange to provide, on request, information in different languages, as well as Braille, on audio tape and in large print

What you can do to help us?

There are ways that you can help us to help you. When you phone us, call in at our office, it will help if you:

- Have with you any letters or documents which relate to your enquiry and by giving us any information we ask for
- Let us know in advance if you might need an interpreter or if you might need information in a different language, Braille or large type
- Let us know if you have particular access needs
- Attend appointments on time, or let us know if you will be late or can't attend as this will help us keep waiting times to a minimum
- Can be patient, as sometimes offices and phone lines are very busy and we will do all we can to keep waiting times to a minimum

Mintlaw Academy has respect for all its customers and our aim is to provide all our customers with a high level of service. You can help us by:

- Treating our staff with respect
- Not using bad language, being abusive, or acting in a threatening manner
- Please do not smoke on our premises
- Respecting the privacy of other customers
- Remembering that we are here to help and assist you

Customer Feedback – Our Procedures

What do you think about our services?

We aim to provide quality services that meet the needs of our customers and maintain/improve our standards.

To help us do this, we rely on feedback from all our service users to ensure that we are doing what we say we will do and to help us make improvements to our services.

If you feel we have fallen short of our standards, we want to know where things have gone wrong, so that we can put them right and also improve our services. We will deal fairly and effectively with anyone wanting to complain about our activities or appeal against any of our decisions.

There are a number of channels in place where you can feedback your opinions to us – this could be a complaint, a comment on our service provision or a compliment about our staff and performance. You can:

- Visit online at www.aberdeenshire.gov.uk/haveyoursay
- Visit any Aberdeenshire Council office who will accept your feedback and pass onto all relevant persons for review and investigation
- Write to any of Aberdeenshire Council offices who will pass your feedback onto the relevant persons for review and investigation
- Telephone any of our offices who will accept your feedback over the phone and
- Aberdeenshire Council welcomes all feedback, positive and negative, and takes all information seriously as it helps us to improve our services to our customers.

Where complaints are received, we will ensure that the following basic principles are adhered to:

- Fair, full and impartial investigation, consistent with legal rights
- Confidential investigation, to maintain the confidentiality of both staff and complainants
- Efficiently investigated, with established time limits set with customers kept fully informed on progress
- All incoming complaint information analysed to help us to identify our areas for improvement in the future

Complaints are considered to be any expression of dissatisfaction or concern about the standard or way a service is provided, or about lack of action undertaken. If upon fully completing our investigation and response, you are still unsatisfied with the outcome of your complaint, you have the right to contact the Scottish Public Services Ombudsman at ask@spsso.org.uk who may decide to undertake an independent investigation on your behalf.

Contacts

- If you want to find out something about Mintlaw Academy, the best thing to do is to go to our website at www.mintlawacademy.aberdeenshire.sch.uk
- If you want to find out something about Aberdeenshire Council, go to the website at www.aberdeenshirecouncil.gov.uk
- If you don't know who you need to speak to, phone us on 01771 622994 and tell us what you need.