



Vision, Values and Customer Service Charter

Our Vision

To ensure that all our students receive the highest quality of education, achieving the very best that they can in a supportive and vibrant school community.

West Lancashire Community High School is a place of high expectations where everyone feels safe, is challenged and supported to flourish and fulfil their aspirations on their journey into adulthood.

We will achieve this by providing:

- the highest quality of teaching and learning experiences for all students
- a curriculum that meets the needs and aspirations of all students
- the highest standard of care, support and guidance to allow every student to achieve 'their' success

Our Values

- **Respect-** We are proud of ourselves and our school. We treat all people with respect and in a way that we wish to be treated ourselves
- **Achieve-** Develop each student's academic learning capacity in line with their own personal learning goals
- **Success-** Give each child the opportunity to transfer their learning to everyday life and events to prepare them for community living.
- **Friendship-** Develop a child's capacity to have relationships with peers and adults, showing empathy, co-operation, care and respect for others.



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Customer Service Charter

The Customer Service Charter has been developed to enable us to achieve our **vision and values**. Our commitment to our customers is that we will:

- Provide an experience that is of a consistently high standard
- Ensure that all enquiries are handled with courtesy and with the minimum delay possible
- Provide equality of treatment for all regardless of
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation
- Respect the right of confidentiality at all times and protect any personal information ensuring compliance, in all functions, with the Data Protection Act (DPA) 1998, the General Data Protection Regulation (GDPR) and the new Data Protection Act (DPA) 2018, and with other relevant legislation
- Answer telephone calls promptly during school hours
- Emails will be responded to within 2 days during the working week
- Aim to resolve any issues promptly
- Value your feedback and use it to improve



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How to Contact us and how we contact you

School Website

We provide a range of information for parents, prospective parents, agencies and the wider community on our School website. <https://www.westlancs.lancs.sch.uk/>

If you are contacting us for the first time, you can do this through the school website by using the Contact Us Page.

<https://www.westlancs.lancs.sch.uk/contact>

Social Media- West Lancashire Community High School Facebook, Instagram and Twitter

We provide regular updates for parents of our students on the School Facebook page, Twitter and photos of Student activities through the Instagram Page.



West Lancashire Community High School page



Westlancs_school



@WestLancsCHS

If you use Social Media to contact us, we will:

- Acknowledge receipt within 2 working days to any enquiries sent. Outside of working hours, where possible, we will respond promptly
- Provide a brief, straightforward and polite response

We publish our rules on the use of Social Media on Facebook and Instagram

Emails and ParentMail

We use school email addresses to communicate directly with parents, prospective parents, agencies and the wider community.

We use ParentMail to communicate directly with a number of parents at the same time. This enables us to monitor email receipts and to facilitate the completion of forms when a response is required.



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If you would like to make direct contact by email with a member of staff, their email address is on the School website:

<https://www.westlancs.lancs.sch.uk/meet-our-staff>

Parents of our students who would like to contact Class staff are requested to use the Class Teacher's email address in the first instance.

If you use email to contact us, we will:

- Acknowledge receipt within 2 working days to any enquiries sent. Email accounts are monitored during school working hours.
- Provide a brief, straightforward and polite response

Telephone Communication

If you contact us by telephone within school working hours we will:

- Ensure that the welcome message on the school telephone system is informative and functional, directing the caller to choose the relevant department depending upon the nature of their enquiry:
 - Option 1 To report a Student absence
 - Option 2 To speak to the School Office Staff
 - Option 3 To speak to the Family Liaison Officer
 - Option 4 To report a Staff absence
- Ensure that all calls are answered promptly. If an external call is not answered within 7 rings it is diverted to the voicemail. Internal calls and transferred calls should have a maximum of 5 rings before hanging up or returning to the external caller
- Greet you politely and clearly and provide our name
 - I.e for External calls*
Good morning, West Lancashire Community High, Chris Speaking, Can I help you?
 - I.e for Internal calls*
Greeting, Chris Speaking
- Aim to answer calls quickly and professionally
- Listen carefully to what you have to say
- Aim to resolve all calls on your first contact
- Not disturb classes taking place unless there is an emergency. Class based staff will endeavour to pick up messages left at the end of the school day or when there is a break from teaching.
- Either transfer your call or leave a message with the best member of staff to deal with your enquiry

If you contact us by telephone outside of school working hours there is the option to leave a voicemail



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We value your feedback and use it to improve

We are committed to providing the best possible service to all our customers and really value all comments, compliments and suggestions for improvement.

We gather feedback from our customers in the following ways:

- Written feedback through the questionnaires and forms we send to parents, carers, visitors, staff, Governors and partner organisations linked to School events and developments, Transitions, Students Reviews and Reports.

Parents, Carers and staff can also give their feedback through Ofsted's feedback forms:

Ofsted ParentView

<https://parentview.ofsted.gov.uk/login?destination=/give-your-views>

Staff Feedback forms

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/674460/Staff_survey_questions_-_schools_-_January_2018.pdf

- Verbal feedback through communication with staff and Governors.
- Social Media and email feedback through our Website, Facebook, Twitter, email and ParentMail communications

We acknowledge that there are times when we don't get things right. Tell us as soon as possible if you are not happy with our service. We will investigate the matter, learn from our customer comments, compliments and complaints and endeavour to improve our service to you.

You can help us to improve by giving us the information we need to help you, suggesting how we can improve our service, asking us to explain anything you are unsure of, in an environment that is confidential and respects all.