



Customer Service Charter

The Hamwic Managed Service Team's primary function is to support teaching & learning within the trust. It is committed to maintaining and improving its delivery of the highest standards of customer service.

This customer charter sets out the standards of service you can expect from the team and how you may contact us.

Our Commitment to You

We will seek to ensure that all enquiries are handled with courtesy and with the minimum delay possible, and offer professional customer service and support at all times.

Telephone Enquiries

- We will answer the phone promptly and courteously
- If we cannot provide an immediate response, we will request a contact name, contact number and email address and a return call or e-mail will be made within one working day
- Where voicemail is in operation, we will respond to all messages promptly. Staff will maintain an updated voice mail message to inform callers if they are out of the office for any more than one working day or provide an alternative contact.
- If the query cannot be answered by Central Services we will endeavor to provide a possible alternative source of information.

Written Correspondence – email/postal

- We will ensure that a contact name, telephone number, and email address will be given with all Central Services correspondence to ensure ease of communications.
- We will use an out of office email auto response to inform if staff are out of the office for any more than one working day.
- For queries received by email, an initial acknowledgment of receipt will issued within 24 hours and a reply within 2 working days
- We will provide a response to a routine customer query within 10 working days.
- We will endeavor to respond to complex queries or queries requiring further research or consultation within 7 working days. In the event that a full response cannot be given within this timeframe, we will send an interim reply indicating when a full response can be expected.
- We will reply in a clear and simple manner, with use of technical terms kept to a minimum.

- We will use Braille, large print and different languages when requested.

Callers to Our Offices

- We will treat all visitors with respect and courtesy.
- If an appointment has been confirmed in advance, we will keep waiting time to a minimum.
- If an appointment has to be changed or is delayed unavoidably we will endeavor to communicate the change with you as quickly and directly as possible.
- We will do our best to accommodate customers who do not have an appointment, but we cannot always guarantee you will be able to meet with the person you wish to see.

Equality

- We will incorporate the principal of equal treatment into all aspects of service delivery.
- Our services will be provided in an impartial and courteous manner with due regard to equality legislation.

Confidentiality

- Central services come into contact with a significant volume of data and information in relation to pupils, staff, school activities and many other matters. In some circumstances they may have access to or be given highly sensitive or private information. This shall remain highly confidential at all times, unless there is just cause to release information and then only with permission by the CEO.

Compliments/Comments/Complaints

- We welcome and encourage customer feedback on our services and the manner in which they are provided.
- We will make use of technology and on-line feedback facilities to ensure ease of consultation with our customers.
- You can make a compliment, comment or complaint about the service you have received by writing to any member of our staff.
- We will handle complaints about standards of service received or decisions made in a fair, transparent and professional manner.

If it is not possible to resolve the complaint with the person you are dealing with, you may address your complaint to the CEO by email: robert.farmer@hamwic.org

Or by writing to:

Robert Farmer
CEO
Hamwic Trust
Unit E, The Mill Yard
Nursling Street
Southampton
SO16 0AJ

An acknowledgement of receipt of the complaint will normally be issued within 5 working days of receipt.

We will issue a written response regarding the outcome of the investigation into the complaint within 15 working days from receipt of the complaint. We will undertake corrective action as quickly as possible and offer an explanation or apology as appropriate, if the Managed Service Team has made an error or your complaint is upheld.

Contacting Hamwic Managed Services

You can contact the team:

By Email: info@hamwic.org

By Telephone: + 44 (0)23 8078 6833

By Post: Postal correspondence can be addressed to;

The Hamwic Trust
Unit E, The Mill Yard
Nursling Street
Southampton
SO16 0AJ