

OAK CE PRIMARY SCHOOL

CUSTOMER SERVICE SATISFACTION RESULTS

AUTUMN TERM 2018

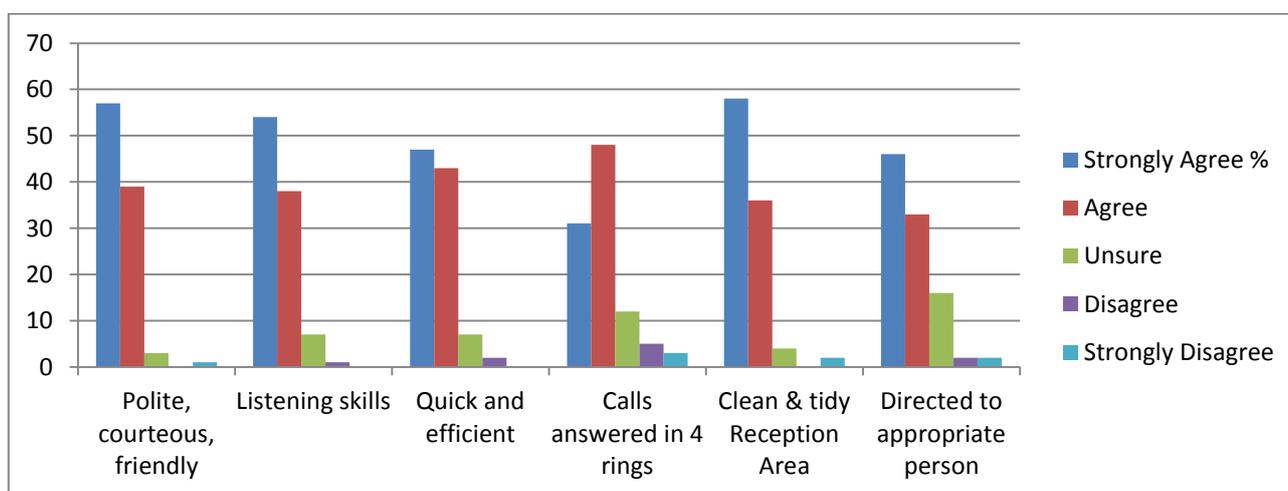


Thank you to all our parents who took part in the recent customer service satisfaction survey.

Following the amalgamation of the Infant and Junior Schools in May 2016 we have been working really hard to provide our pupils, parents and visitors with a great customer service experience.

Our Business Support Team work very hard to make sure that all your queries are handled quickly and efficiently and we are delighted that their hard work as paid off - out of 97 responses from our parents 57% of you Strongly Agree that our admin team are polite, courteous and friendly!

The graph below illustrates the results from the questions we asked our parents.....



Some of the Comments made by our parents:-

| KS1 |
|--|
| Information about what's happening in school should be made clear to avoid confusion amongst parents |
| Answer the phone quicker |
| Speak directly to staff |
| Provide an extension number for every class |
| Nothing I'm very happy |
| It's fine |
| You should take a good solution of people's problems and quickly? |

| Comments KS2 |
|---|
| Have more people to answer calls |
| Perfect |
| Options for KS1 /KS2 / Nursery |
| Answer the phone quicker |
| Speak direct to staff |
| There should be no optional extensions. Calls should be taken promptly, straight away |
| Sometimes you end up speaking to staff in the other building - perhaps it could be an option? |

| |
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| Everything is fine when contacting |
| Nothing, fantastic admin team |
| Answer the phone in 4 rings |
| Nothing the admin team try their best to deal with anything and are a fantastic team |
| Staff are friendly and we are happy |
| Be fair with everybody |
| Provide extensions for every class |
| Everything |
| Have a way of getting through to Juniors i.e., sometimes I get the infants and it takes longer to be put through |

- We will be investigating how we can continue to improve our customer service to pupils, parents, governors, visitors and staff. We have already changed the way the phone is answered and hope that this will improve response times for callers, making sure that people are put through to the correct person each time.
- As parents know, we are a large school and getting hold of the person you wish to speak to isn't always possible at the time of your call. We will make sure that the person you are trying to contact receives a message to call you back as soon as they possibly can.
- We have employed another receptionist to ensure that visitors, parents and pupils are responded to quickly and efficiently and are monitoring the impact of this.
- We are currently looking at how we can use our messaging service to reach the majority of parents and staff improving communication whilst reducing costs and will feedback any changes we plan to make.
- Information about what is happening in school is posted on our website and also included on our face-book page. We send regular text messages and information home about events going on in school but recognise we can improve further in this area.

Our next survey will be conducted in the Spring Term and will focus on what our pupils think!

