




# Customer Service & Care Policy

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## Policy Approval

Approval Required:	Please Check		Annual Review Required:	Please Check	
	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Approval Panel:	Shane Carter				
Approved By:	Name		Signature		Date
	Shane Carter				01/09/2025
Policy Review Date:	August 2026				
Policy Writer/s:	Shane Carter				

To support the delivery of the provision at Shape Academy our customer care policy is built around four key principles:

Customer Care will be provided in a professional manner across the team by well trained and knowledgeable staff.

Every employee will give priority to the consideration of the needs of the individual customer, their right to information, to equality of access, to privacy and dignity.

All of Shape Academy services will consistently seek to attain a defined and published standard of quality and our customers will be informed of their course of redress when these standards are not met.

The term “customer” will include colleagues in our own organisation and partner agencies, and we recognise that caring for our customers begins with caring for others who form part of a service chain within the organisation and its partners.

Every person employed by Shape Academy can influence the quality of service, which a customer receives and consequently their perception of the organisation.

It is, therefore, vital to emphasise that the practices, which are set out in this policy, are relevant to everyone. They do not just apply to employees who have face-to-face contact with the public or to senior staff or to other teams providing direct services. Everyone can and must play their part with enthusiasm and commitment.

#### **The organisation will play its part by:**

- Giving customer care a high corporate priority.
- Developing corporate values and practices on customer care which are shared across the organisation and communicated effectively.
- Setting out the good practice necessary to achieve those values in a way that supports a devolved management culture whilst, at the same time, recognising that we are perceived as one organisation by our customers.
- Encouraging all employees to optimise their use of existing resources in delivering services and customer care.
- Providing additional resources, where necessary, to supplement the resources provided by individual services in the development and delivery of customer care.
- Providing customer care training for all its employees.
- Updating information to all its employees to add to their knowledge and awareness of customers and their care.
- Regularly monitoring its customer care strategy to ensure that the needs of all its customers, community, visitors and in-house – are met successfully.
- Providing a clear, accessible process for any customer to comment or complain about any aspect of the services

#### **Values**

The customer care values that, as an organisation, we all share are:

- Customers are the organisation's most important people. They are the purpose of our work. All customers, whether visitors or colleagues, will be treated equally.
- All our customers will have fair and equal access to all of Plato's services.

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Every customer is entitled to:

- a standard of service which is known and agreed.
- be listened to when they comment or complain.
- a sensitive response to their needs.
- a rapid response to their complaints.
- a courteous response to their enquiries.
- continuous attention by us to their satisfaction.

Our customers will be consulted to learn their views on the services they receive, and, on the way, they are treated as customers.

There is a clear and accessible complaints procedure in place for everyone.

### **Aims of the Policy**

- ensure that services are delivered in a caring and professional way
- ensure that staff and Members are fully informed about their roles and responsibilities
- promote good practice in customer service including service standards
- ensure that performance is monitored, and that action is taken to address any problems
- provide clear guidance on how to deal with customer

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