THE MOUNTBATTEN SCHOOL

Customer Care Policy

to be read in conjunction with our Complaints Policy

School Improvement Committee

July 2025

Review Date: July 2027

Company No. 07560175

Whitenap Lane Romsey Hampshire SO51 5SY
t: 01794 502502 e: info@mountbatten.school
w: www.mountbatten.school Company No. 07560175

WHAT PARENTS, CARERS AND THE PUBLIC CAN EXPECT FROM US:

- Visitors will be acknowledged promptly on arrival.
- If you have an appointment we will aim to see you on time. If you have not made an appointment, it may not be possible to see you.
- When contacting or visiting school every member of staff, teaching and non-teaching will be courteous, polite and professional, treating individuals with respect.
- We will respect your right to privacy, confidentiality and safety.
- When telephoning school, your call will be answered promptly; staff will request how they may help. Where the receptionist is on another call and cannot respond, an answer machine will be available to receive a Voicemail. Messages taken will be 'logged' and passed to the appropriate personnel.
- Voicemails will be responded to within 48 hours.
- When writing to us (including by email), you will get a response usually within 48 hours from receipt of your letter.
- If you are not satisfied with any aspect of the service you received your concerns will be addressed in line with our published Complaints Policy, a copy of which is available on our website.

WHAT WE EXPECT AND REQUIRE FROM PARENTS, CARERS AND THE PUBLIC:

- Visitors to the site must report to reception (this is a student safeguarding requirement).
- Our staff must be treated with respect and courtesy at all times.
- Visitors must show respect to school property, other parents/carers and students.
- Parents and carers must be reasonable in their demands and expectations of staff, many of whom will teach over 300 individual students each week and who will teach most or all lessons on any given day.

WHERE PARENTS, CARERS OR MEMBERS OF THE PUBLIC ARE NOT RESPECTFUL TO THE NEEDS OF OTHERS AND, FOR EXAMPLE ARE AGGRESSIVE OR THREATENING:

- Individuals will be required to leave the premises.
- Telephone calls may be terminated.
- Emails and other communications may not receive a response.
- A Communication Plan will be applied limiting contact and setting out how the relationship will move forwards.

Policy Agreed

Signed by: …… Chair of School Improvement Committee

Signed by: …… Chair of Governors

Date: ……