

COMMUNICATION POLICY

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June 2017

We are proud to offer a high standard of communication to our stakeholders. When you have any contact with us you can expect our staff to be friendly, polite and helpful.

OUR STANDARDS

If you write to us or email:

- A member of staff will take responsibility for your enquiry.
- We will acknowledge your letter within five working days from the date we receive it.
- We will acknowledge your email within one working day from the date we receive it.
- If we cannot reply in five working days, we will let you know who is dealing with your enquiry and when you can expect a full response.
- Holidays and weekends are not classed as working days for the purpose of this policy.
- If staff are out of office, an auto-reply email will be used to indicate this and when they will be returning.

If you telephone us:

- During office hours (Monday to Thursday 8.00am – 5.00pm, Friday 8.30am – 4pm), we will endeavour to answer your call promptly (during busy periods, you may be held in a queue).
- Upon answering, we will tell you where you have called and the name of the person you are speaking to.
- If your call cannot be answered, voicemail facilities should be available for you to leave a message.
- If you leave a message, we will return your call within one working day.

Feedback

Feedback about our service is important to us. Using feedback we can develop and improve the quality of our provision. We need to know about any dissatisfaction or complaints you might have, so that we can resolve any issues and provide a more effective service.

If you are unhappy with the service you receive

Please read the Federation Complaints Policy which is available from our website:

<http://www.rutlandfederation.com/policies/>