

Bathgate Early Years Centre

Policy for Customer Care – August 2014

Bathgate E.Y.C.'s Customer Care Policy is central to the way we treat **everyone**, not just parents/carers and pupils.

Our Mission

Bathgate Early Years Centre cares about parents/carers and pupils. Our Standards reflect their needs. We are always seeking to improve our customer care policy and the way we carry it out.

Vision

"Striving for excellence, developing happy, confident, successful learners in partnership with parents/carers within the local community of Bathgate."

School Aims

We will;

For all

- Value and respect everyone without discrimination.

For our pupils

- Provide a secure and stimulating environment for all children.
- Encourage each child to become a confident and independent learner.
- Ensure that each child is given a wide range of learning experiences across the breadth Curriculum for Excellence.
- Encourage all children to develop socially and emotionally forming positive relationships with other children and adults in the nursery setting.
- Take account of children's prior learning and continue to monitor their progress and achievements in their pre school years.

For our parents/carers and the community

- Foster positive attitudes towards the environment and other people.
- Create a welcoming environment where we can work in partnership with parents/ carers and the other agencies contributing to our service.
- Establish a strong partnership with local schools and the community.
- Continue to develop ourselves professionally, building upon our strengths to become an effective team

Our Customer Care Policy is to:

- Focus on our parents/ carers / pupils' needs
- Continuously improve our standards
- Give clear and accurate information
- Welcome comments and suggestions made about the school
- Treat all fairly
- Keep parents/pupils informed of progress
- Deal with parents' enquiries in a friendly and courteous manner
- Maintain parents' confidentiality while respecting their dignity
- Provide a named person who will support them.

**As staff at Bathgate E.Y.C. we should always ask ourselves;
'Am I treating this person the way I would like to be treated?'**

How will we address complaints?

BATHGATE EYC has a complaints log which should be filled in whenever a complaint is received. A procedure is in place for completing the log.

A complaint should be responded to within **FIVE** working days by phone or in writing.

If the complaint is not resolved then a copy of the council's "HOW TO MAKE A COMPLAINT" should be given to the complainer with an explanation about what will happen next.

Detailed procedures for staff dealing with complaints in Bathgate E.Y.C. are contained in the Bathgate E.Y.C."Making a Complaint"leaflet.

This policy was reviewed in August 2014 and agreed by all staff .The policy will be monitored during Session 2014/2015 and reviewed in August 2015.

Mvairi S. Lynch
Headteacher/ Manager