CUSTOMER SERVICE POLICY

Our aim is to provide and maintain the best possible service to our pupils, parents/guardians, volunteers, teachers, and the public. We take pride in delivering a professional service and inspiring the highest level of trust.

EXCELLENT CUSTOMER SERVICE

At all times, JCADA teachers and volunteers will endeavour to:

- Show courtesy and respect in both spoken and written communication, body language, and demeanour.
- Provide services with accuracy and accountability.
- Demonstrate integrity in all dealings with members of the school and the general public.
- Consider the needs of our customers (pupils, parents, examiners, etc.).
- Be prompt in their actions, keeping people informed of progress.

COMMUNICATION

JCADA welcomes communication through the following channels:

- Email
- Social media
- Telephone
- In writing
- In person (an appointment may be required)

Contact details can be found on our website: www.jcada.co.uk.

JCADA strives to ensure that all information is communicated clearly and in a timely manner. Information will be shared with pupils, parents, and guardians via:

- Email
- Text
- Website
- Newsletter
- Social media (Facebook, Twitter, Instagram)
- Notice boards

It is essential that the school has the correct contact information for all pupils and guardians at all times.

COMPLAINTS

JCADA takes pride in maintaining excellent working relationships with both pupils and parents/guardians. Should anyone wish to make a complaint:

1. Please contact the Principal, who will arrange a discussion at the earliest convenience.
2. The Principal will investigate the matter and respond to the complainant as soon as possible.
3. All correspondence, statements, and records related to the complaint will be kept confidential unless further action is required.

This policy will be reviewed annually.
Next date for review: 10th August 2026
J CLARKE