

CUSTOMER SERVICE CHARTER

Every Customer, Every Query, Every Day

OUR VISION

The vision for Joseph Banks Secondary College is to create a vibrant culture of excellence, opportunity, innovation and success for students, staff and the community.

The focus of our work will be on learning through quality teaching and provision of the widest range of opportunities for individual achievement and learning success.

Our goal is for all students to be literate, numerate and curious, through the provision of a broad based 21st Century curriculum. By providing a quality learning environment and a supportive nurturing culture, our aim is to develop inquiring, knowledgeable and caring young people who are active participants in their community. We want our students to be well prepared for tertiary pathways and life beyond school.

At Joseph Banks Secondary College our collaborative professional learning environment is a key ingredient in creating and maintaining quality education and supporting student learning to ensure that both students and teachers develop to the best of their potential. The school will be integrated with and connected to the community and students will be engaged in helping each other as well as providing service to the community.

OUR ROLE

Joseph Banks Secondary College Corporate Service Team provides support, guidance and consistency in the business management of the College. We support the Director Generals initiative of "Classroom First" which aims and encourages support staff within the College environment to undertake duties that allow the teaching staff to be focussed in the classroom providing Quality teaching to the Students.

IN PROVIDING OUR SERVICES WE VALUE

- Meeting the needs of each and every customer
- The professionalism of our staff
- Effective communication including feedback on the service provided to you
- Our approachability and interaction through all written and verbal communication
- Excellence in Customer Service
- Your feedback to drive business improvements

YOU CAN EXPECT

- Timely, courteous service from each and every member of staff
- Helpful, trained staff that will treat you with respect and your enquiry with confidentiality.
- Staff will treat you in a culturally appropriate manner
- Staff to provide you with consistent, accessible and accurate information.

OUR COMMITMENT

- Reception will be attended 8am to 4 pm Monday to Friday
- Our officers will wear a name badge and present appropriately
- We will endeavour to resolve customers enquiries through reception at the first point of contact or ensure specialist enquires are referred to the correct person.
- No phone will go unanswered. If the person you are calling is not available, calls will be forwarded to someone who can help, and your call will be returned by the end of the next working day.
- We will acknowledge the receipt of all emails and letters within 24 hours.

HELPING US TO HELP YOU

- Provide us with the appropriate information and documentation.
- Participate in community consultation projects so that we can understand your views.
- Provide us with feedback to help us improve our service.
- Be respectful and Courteous to Corporate Service staff we are here to help you.

