



EXPANDING HORIZONS

## Service Level Agreement '24 hour response guarantee'

Rossall School is constantly striving for high standards of customer care and timely communication.

A Rossall School service level agreement has been created to make parents, prospective parents and staff aware of the levels of service that Rossall School staff will strive for.

This Service Level Agreement is effective during the working week, so emails sent on Friday will not be answered until Monday unless directed towards a houseparent on duty.

### **Academic enquiries**

Current Parent (customer) requests by email	Response time – 24 hours
Current Parent requests by phone	Response time – 24 hours
Current Parent concerns by email or phone	Response time – 24 hours
Other enquirers and phone messages	Response time – 24 hours
Letters to parents following concerns	Response time – 24 hours
Internal email response time	Response time – 24 hours
Voicemail	Response time – 24 hours

### **Who is responsible: Teaching Staff**

### **Admissions enquiries**

Enquiries by email	Response time – 24 hours
Enquiries by phone	Response time – 24 hours
New pupils from agents to progress	Response time – 24 hours
Further agents emails relevant to the initial enquiry	Response time – 24 hours
Enquiries via general email and admissions email	Response time – 24 hours
Offer decision after taster / assessment	Response time – 24 hours
Offer letter sent out after taster/ assessment	Response time – 24 hours
Internal email response time	Response time – 24 hours
Voicemail	Response time – 24 hours

### **Who is responsible: Registry Staff**

### **Fees, lettings and administration**

Enquiries by email	Response time – 24 hours
Enquiries by phone	Response time – 24 hours
Internal email response time	Response time – 24 hours
Voicemail	Response time – 24 hours

### **Who is responsible: Finance, Lettings, School Bus and Support Staff**

To report a lapse of this agreement, please contact Lucy Barnwell, Director of Admissions, Marketing and Communications on 01253 774321 or email [l.barnwell@rossall.org.uk](mailto:l.barnwell@rossall.org.uk). If you could send over the late response to an email showing dates of your and the responder's email, and in respect of a late phone response by noting the date and time of phone messages left and when you received a response, the School will follow this up on your behalf. Thank you.