

The Teach Team Customer Service Policy

Customer Service Statement

The Teach Team is committed to providing excellent customer service to all its customers. Customers are existing and potential temporary workers and schools and external stakeholders.

We pride ourselves on offering a high standard of communication, responsiveness and professionalism in all interactions - whether in person, via phone or email.

Our Pledge

We will:

- Treat all customers with courtesy and respect
- Strive to achieve the highest level of customer satisfaction
- Use clear, professional and positive language in all communications
- Listen and respond in a way that exceeds our customers' expectations
- Maintain a calm and helpful attitude and approach to all times
- Be organised and consistent in our approach
- Be proactive and diligent in all dealings with schools and temporary workers

Adopting the Correct Attitude

When dealing with customers it is important for us to be consistent and professional in our approach. The qualities we will demonstrate to every customer are:

- Confidence and knowledge
- Welcoming and approachable
- Having the ability to listen and empathise
- Respectful and non-judgemental
- Genuine and interested in what they have to say
- Understanding and able to anticipate their needs and wants
- A sense of humour and the ability to put people at ease

Confidentiality and Privacy

- We will adhere to all data protection regulations and in line with The Teach Team Data Privacy Statement and Data Protection Policy
- Keep all candidate and customer information private and secure
- Share information only with consent and where appropriate and/or necessary

Seeking Feedback

- We encourage feedback from customers to improve services
- We proactively seek out feedback from schools on our temporary workers and vice versa to ensure we are matching the right staff to the right schools

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Staff Training and Accountability

- Provide regular training on customer service best practices
- Hold staff accountable for adhering to service standards
- Recognise and reward excellence in customer service

Handling Complaints

- We will address any complaints professionally and in a timely manner, in line with our Complaints Policy
- Our Complaints Policy provides a clear process for resolving disputes, including escalation procedures if necessary

Review and Continuous Improvement

- We will stay ahead of regulatory and legislative updates and developments within the education sector that can affect our business and its services to ensure that we are continuously developing our service to our customers
- We will use customer feedback to enhance our service delivery
- We will gain customer feedback through regular dialogue with our customers and through annual customer service feedback questionnaires