



Service Level Agreement for Generic Customer Service

Bolton College Aims

Our aims are set out in the College's Strategic Framework and are:

1. To be outstanding in all we do
2. To be highly responsive in meeting the needs of individuals, businesses and communities in Bolton
3. To provide excellent service to our customers and colleagues
4. To be financially stable with the ability to invest in the future

Bolton College Customer Service Objectives

- 3.1 To be the first choice provider of education and training in Bolton
- 3.2 To ensure we deliver an excellent experience to all
- 3.3 To develop measurable service standards for all areas of our operation
- 3.4 To ensure the community of Bolton feel part of and make full use of the College

Objective of this Service Level Agreement (SLA)

The purpose of this Service Level Agreement is to describe the standards we have set for the key generic services we provide irrespective of which department we work in.

This agreement sets out

- The services we provide to our customers including internal departments
- The overall standard which we aim to achieve in the provision of our key services
- A mechanism for resolving any problems relating to the delivery of the service and listening to customer feedback

As with all such agreements, standards have been set to reflect normal circumstances and they may not always be met in periods of high levels of staff sickness or vacant posts or during periods of extreme activity such as the start of an academic year.

Future reviews and amendments to this Service Level Agreement

This agreement will be reviewed annually as part of our College development planning and Self-Assessment process.

Generic Customer Service Targets

The College's Customer Services Strategy details how the College plans to provide and maintain excellent customer experiences for everyone, every time. These are the targets the Strategy lists for customer service across the College:

- To build successful long-term relationships with our customers
- To identify our customer needs quickly and efficiently



- To support our customers to access other relevant and related services through contact with us
- To set standards that specify what our customer can expect from us and regularly publish our performance against these standards
- To regularly seek our customers views and use their feedback to improve our services
- To frequently assess our customers' needs to ensure they are being met and to indicate areas for development or change
- To provide our staff with relevant training opportunities
- To provide our staff with access to up to date and accurate information about and for the customers
- To always acknowledge and process complaints quickly and deal with them effectively
- To celebrate the success of all customers

Service Users

All customers including:

- Visitors
- Learners
- Parents and Carers
- College staff
- Employers
- Stakeholders and Partners

Service Providers

Good customer service is the responsibility of everyone who works for the College.

Key Services and Standards

This section of the SLA provides information on the generic key services provided by all College staff along with the primary standard we aim to achieve for each service.

Service	Standard
Giving information, advice and guidance	We will treat customers with respect, fairness, understanding and courtesy We will listen carefully and give clear explanations in a timely manner and in a professional, helpful and knowledgeable way We will meet an individual's additional support needs where we have been informed of their requirements



	<p>Where we are unable to offer further assistance, we will help our customers to find external services that may be of use to them</p>
<p>Communicating with customers</p>	<p>Individual members of staff will take ownership of customer enquiries and endeavour to resolve them immediately, keeping the customer informed of the progress of their enquiry until it is completed</p> <p>Staff will acknowledge customer phone messages as soon as is reasonably practical ideally, within 24 hours of receiving the message</p> <p>We will respond to a customer's letter using plain language within 7 working days</p> <p>We will respond to customer e-mails using plain language within 3 working days</p> <p>Where possible, we will personalise correspondence and provide a named College representative for future contact</p> <p>We will post standard information within 2 working days of a customer's request and specialised information within 4 working days. If we are unable to meet this standard, we will inform the customer.</p> <p>Staff will answer all telephone calls with a suitable welcome message including Good morning/afternoon/evening / Bolton College</p>
<p>Voicemail and automated e-mail services</p>	<p>Our voicemail greetings and automated e-mail messages will be up to date.</p> <p>E-mail messages will include a corporate signature.</p> <p>Voicemail greetings will include the following:</p> <ul style="list-style-type: none"> ▪ Name ▪ Anticipated date or time of return to the office ▪ Advice on leaving a message or an alternative contact method ▪ Details of how to contact an alternative colleague in an emergency <p>An 'Out of Office' e-mail message will be sent to customers if a member of staff is unable to access their e-mails for more than 2 working days. The automated response will include the following:</p> <ul style="list-style-type: none"> ▪ Anticipated date when messages will be read ▪ Details of how to contact an alternative colleague in an emergency



Service	Standard
Dealing with complaints	<p>Staff members will pass a complaint to the Customer Services Manager within 24 working hours of receiving it.</p> <p>The Customer Services Manager will acknowledge and process complaints within 24 working hours of receiving it and, in accordance with the College Complaints Policy.</p>
Health and Safety	<p>All staff will wear a staff ID badge whilst at work and dress in a professional manner appropriate to both their role and to the culture of the College</p> <p>All staff will be aware of health and safety issues and responsibilities and report concerns in the appropriate way</p>

What we need from our service users

For all services the College expects:

- That all service users will treat one another with dignity and respect
- Customers to be aware that College staff carry out a number of roles and are not always available to speak to immediately
- Internal teams (staff) will work co-operatively and understand that others may have different demands and priorities to manage and, that they will share information which will enable others to provide accurate information and advice to customers
- That internal customers (staff) will check that information required is not readily available on the intranet or other source such as EBS or Moodle before contacting other departments

Service	What we need from our service users
Requesting information, advice and guidance	<p>Customers should have the information we might need ready (such as student ID number, benefit information) when they contact us and give full and accurate information when requested</p> <p>Customers should ask us to explain anything they are not sure of</p> <p>Customers should inform a member of staff of their individual needs as soon as possible to enable additional support to be provided where necessary</p>
Communicating with the College	<p>Customers are encouraged to communicate with the College to share their ideas and feedback and to take advantage of opportunities to get involved with forums such as the Learner Voice (students) and Working Groups (staff).</p>



Service	What we need from our service users
Dealing with complaints	Complaints should be received as soon as possible following the event, action or issue causing dissatisfaction. Complaints from learners no longer attending the College must be received within 3 months of their course completion date.
Health and Safety	All customers should be aware of health and safety issues and responsibilities and report concerns in the appropriate way

Monitoring Success

We will monitor our performance against this Service Level Agreement using:

Feedback

- Feedback forms are available on the College website and intranet (staff only). Alternatively you may contact the Customer Services Manager directly by phone, e-mail or in writing to provide feedback about the services detailed in this SLA, or any College service, and how it might be improved.

Surveys

- The College carries out a number of surveys throughout the year and customers are encouraged to take part in these in order to help the College to identify areas where standards are not being met or which need further development in order to meet our customers' needs with the resources available.

Complaints

- Customers can complain by phone, e-mail or letter to the Customer Services Manager or, via a Complaints Form available on the College website or from the Main Reception.
- The College Complaints Policy & Procedure is also available on the College website and intranet (staff only) or from the Main Reception.
- Customers who make a complaint may be asked to undertake a survey about the service they received from the College relating to their complaint.

Suggestion/Comments Scheme

- All customers are encouraged to make use of the College's Suggestion/Comments Scheme. Forms are available on the College website or from the Main Reception.
- Customers can also contact the Customer Services Manager directly by phone, e-mail or in writing to provide feedback about the services detailed in this SLA, or any College service, and how it might be improved.

We will review this Service Level Agreement on an annual basis to inform future development.



Complaints

Bolton College values the views of all its customers and we aim, therefore, to manage complaints in a way that is sensitive to the needs of individuals and groups and supportive of the College's objective to provide excellent service to our customers and colleagues

We will use feedback received through formal and informal complaints to help improve the quality of the service we provide our customers within the resources available.

Customers can make an official complaint about the services detailed in this SLA or, about any other College service, by phone, e-mail or letter to the Customer Services Manager or any member of College staff. Alternatively, they can complete a Complaints Form available on the College website or from the Main Reception.

The College's full Complaints Policy & Procedure is available on the College website and intranet (staff only) or from any Main Reception.

Equalities Statement

English is our principal language but we will endeavour to provide information relating to this Policy in other formats and languages. If customers require this type of support they should contact the Customer Services Manager on:

E-mail: customer.services@boltoncc.ac.uk

Telephone: 01204 48 2040

Address: Deane Road, Bolton BL3 5BG