



| **Childcare** | **Breakfast Clubs** | **Lunch Clubs** | **PPA Cover** | **After School Clubs** | **Holiday Camps** |

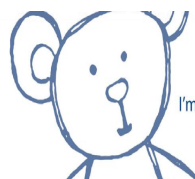
Customer Care Policy

The Xtra Time Staff and 1st Touch Coaching are committed to:

- Putting children and customers first
- Meeting customers needs as appropriate
- Developing partnerships with parents and schools
- Recognising and respecting the needs and rights of individuals
- Continuous improvement in practise and process

You can expect us too:

- Give you a warm welcome
- Treat with courtesy, respect and consideration
- Identify ourselves by name
- Listen and respond appropriately
- Conduct our dealings with you with efficiency, integrity, fairness and professionalism
- Provide you with relevant, accurate and up-to-date information
- Make sure you are aware of the standard of service we aim to provide
- Actively seek your comments on a regular basis through questionnaires and parents comments



Graded Good with aspects of Outstanding - Cassio Ofsted Report September 2018.

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