



SUNRISE VIRTUAL SCHOOL

A Legacy of Excellence

SERVICE CHARTER



Overview

We provide a quality, rigorous education while taking into account each individual student's learning style through provision and access to cutting edge technologies; create diversity through curriculum and student body in order to give them a competitive advantage in this global 21st century.

Mission Statement



Vision Statement



To be the leading virtual schooling platform globally.

At the heart of our service charter is our commitment to the improvement of teaching and learning for children and young people across the globe. We strive to get it right first time, every time, and we believe that our customers have the right to know what level of service they can expect from us at all times.

Whenever we are contacted we will:

- do our best to be helpful
- be polite and courteous
- be consistent and professional, treating our customers with respect
- be receptive to customer feedback, through customer surveys, focus groups, feedback, consultations and complaint handling

Within standard working days (Monday – Friday) and standard working hours 8.00am – 5.00pm, and Saturday 8am -1pm we aim to:

- answer at least 80% of telephone enquiries within 20 seconds
- deal with queries upon initial contact wherever possible
- respond to routine customer queries within 24 working hours
- thoroughly investigate any complaints or concerns raised and provide appropriate responses within 10 working days, keeping customers informed if any investigation takes longer than expected



Underpinning our aims to provide a fully Customer/student focused service, we are committed to making continuous improvements by following our core Values and the Customer Service Excellence standard, which covers five distinct areas:

1 Customer Insight



This involves us effectively consulting our customers in a meaningful way and efficiently measuring the outcomes of our service, actively engaging our customers to help us improve.

2 The Culture of SUNRISE

SUNRISE strives to have a truly learner-focused culture, with a commitment to customer service throughout the organization, from the CEO to the teaching staff.

3 Information and Access

We aim to provide accurate and comprehensive information with a focus on effective and efficient communication.

4 Delivery

We value our customers' comments, feedback and suggestions for improvement, and we use this information to help us make vital adjustments to the way our organization runs and our products develop.

5 Timeliness and Quality of Service

SUNRISE knows that the promptness of initial contact and keeping to agreed timescales is crucial to customer satisfaction.

Our Values



-  **Quality**
-  **Professionalism**
-  **Value**
-  **Integrity**

Complaint handling is guided by the Policy as well via website. All complaints submitted by this route will receive an instant acknowledgement.