



# GIRLS' COLLEGE

## CLIENT CHARTER

We are committed to delivering the highest standards of client service. This client charter sets out the standards of service you can expect from Girls' College and how you may contact us.

**Our Commitments to you:** We will seek to ensure that all enquiries are handled with courtesy and with the minimum delay possible.

**Telephone Enquiries:** We will answer the phone promptly during the reception opening hours of 7.00am and 4.00pm. If the query cannot be answered by the College, we will endeavour to provide a possible alternative source of information.

**Written correspondence; e-mail/postal:** We will ensure that a contact name, telephone number and e-mail address will be given with all school correspondence to ensure ease of communication. For queries received by e-mail, an initial acknowledgement of receipt will be issued within 3 working days.

**Callers to our office:** We will treat all visitors with respect and courtesy. If an appointment has been confirmed in advance, we will keep waiting time to a minimum. If an appointment has to be changed or is delayed unavoidably we will endeavour to communicate the change with you as quickly and directly as possible. We will do our best to accommodate customers who do not have an appointment.

**Compliments/Comments/complaints:** We welcome and encourage client feedback on our services and the manner in which they are provided. We will make use of technology and on-line feedback to ensure ease of consultation with our clients. You can make a complement, comment or complaint about the service you have received by writing to the Principal. Complaints will be handled in a confidential, fair, transparent and professional manner.

### **Contacting Girls' College**

Clients may contact the Principal through the following mediums:

**E-mail:** [headsec@girlscol.co.zw](mailto:headsec@girlscol.co.zw)

**Telephone:** 263-9-258118/9

**Website:** [www.girlscollegebulawayo.org](http://www.girlscollegebulawayo.org)

**In person by calling to our offices:** 62 Livingstone Road, Suburbs, Bulawayo, Zimbabwe

**By Post:** Girls College, Box FM510 Famona Bulawayo, Zimbabwe