

Customer Service Statement



Be the best part of our customer's day

Our customer service statement is underpinned by the NSW Department of Education core values and code of ethics.

FAIRNESS

We will be open and honest with you and follow through on our commitments. We will communicate how and why we have made our decisions. We place public interest over personal interest and consider people equally without prejudice or favour.

RESPECT

We will be courteous, helpful, and respectful in dealing with your needs and strive to ensure a positive customer service experience.

INTEGRITY

We will be trustworthy, accountable and provide quality services, whether in the classroom, the office, or the community. We will be transparent in our decision making and use data and evidence to inform our decision making.

RESPONSIBILITY

We will meet agreed time frames and deliver on our promises. We will take responsibility for our actions and place you at the centre of our decision making.

FEEDBACK

We welcome your feedback and the opportunity to improve our services.

ACCESSIBILITY

We will embrace and be respectful of the diversity within our school community.

Lake Macquarie High School

