

GENERAL INFORMATION

For services which are offered as contract commitments, the following minimum notice periods apply for termination or opt-out:

- ① 2 months before end of contracted budget year for annual contracts (31 March)
- ② 3 months before the corporate contract expiry date should you not wish to renew
- ③ 6 months notice or 6 months before end of contracted budget year for 12 or 36 month contracts (31 March)
- ④ 12 months before end of contracted budget year for annual contracts (31 March)
- ⑤ 12 months before the corporate contract expiry date should you not wish to renew
- ⑥ 24 months before the corporate contract expiry date should you not wish to renew
- ⑦ No notice required

Please note that any additional costs incurred by the local authority as a result of schools withdrawing from contracts early or without providing sufficient notice will be charged to the school in line with the Scheme for Financing Schools part 6, paragraph 2, sub section xviii.

Charging:

From April 1, 2021 schools will be invoiced for all opted in contracts.

Charges for additional services available for purchase will be made at the time of purchase. These charges will need to be authorised by the school requesting them at the time the request is made.

Individual training courses/workshops over and above any subscription package for Financial Advice etc. will be charged at the time of booking.

Charges will normally be made by Journal Transfer from the main school budget with the exception of Academy and Free schools, these will be invoiced.

Charges for services other than those provided by Wokingham Borough Council will be levied by the relevant organisation in accordance with their own charging policies.

Customer Satisfaction & Complaints:

Select Business Services are committed to customer satisfaction and to ensuring that every customer receives the highest possible standard of service and will respond to any problems quickly to remedy any deficiencies as soon as possible.

However, in the event that you do not feel that the appropriate level of service is being met:

- 1 We would always ask that any specific issues or problems are drawn to the attention of the relevant Select Business Services service team in the first instance so that they have a reasonable opportunity to rectify any problems.
- 2 Should the issue not be resolved within the timescales agreed with the service operative(s) involved in the delivery of the relevant service, request that the operative(s) escalate the issue up to their supervisor or service manager for them to handle and to respond to as the responsible service delivery manager.
- 3 In the unusual circumstance where you are unable to obtain satisfaction through the above steps, you may log a formal complaint by calling Select Business Services on 0771 011 7775 to provide details of your issue. Your complaint will be reviewed by the Commercialisation Manager for investigation and resolution.