

## General Information

### Customer Service

Wokingham Borough Council is committed to customer satisfaction and to ensuring that every customer receives the highest possible standard of service. We will respond to any problems quickly and remedy these within given timescales.

We would ask that any specific issues or problems are drawn to the attention of the relevant service in the first instance so that they have a reasonable opportunity to rectify the situation.

Should the issue not be resolved within the timescales agreed with the service, please escalate to [business.services@wokingham.gov.uk](mailto:business.services@wokingham.gov.uk).

### Service Registration and Contractual Commitment

Schools may register or express interest in a service; however, final confirmation of participation is subject to acceptance Terms and Conditions, which will be provided to you by the service.

For annual service contracts, the Terms and Conditions will outline the scope, obligations, and pricing applicable for the full contract period.

For project-based or consultancy engagements, Terms and Conditions will be issued once the project scope, deliverables, and timelines have been agreed upon. This ensures clarity of expectations and compliance before any work commences.

Where terms are featured on the brochure pages, these are specific to the individual service and provided for your information at this stage.

### Ordering Process and Deadlines

Please complete the online traded service forms.

1. If you log in to the Wokingham Schools Hub using your shared school login\*, you can use **Save Draft** to store a partially completed form and return to it later. When you next log in, your previous entries will reappear for editing or completion.
2. Some pages include links to relevant brochure information so that you can check details if necessary.

3. Once all requirements are confirmed and approved, click **Submit**; the form cannot be changed afterwards.

4. If you are not logged in, you may still complete the form but **Save Draft** will not be available.

Please ensure all orders are **COMPLETE by 31st March 2026**. After this date, the order form won't be accessible. However, for enquiries related to one-off or pay-as-you-go services, please email [business.services@wokingham.gov.uk](mailto:business.services@wokingham.gov.uk).

\* All schools and academies have a Shared login to the Schools Hub. If you aren't sure of the login for your school, please check with your Headteacher, School office or you can contact [EdPartnershipTeam@wokingham.gov.uk](mailto:EdPartnershipTeam@wokingham.gov.uk).