

Laerskool Walvisbaai
Nangolo Mbumba Weg
Posbus 848
Tel. +264 64 202836
Faks. +264 64 207098
Epos: admin@lwbsleutels.com



Walvis Bay Primary School
Nangolo Mbumba Drive
P.O.Box 848
Tel. +264 64 202836
Fax. +264 64 207098
Email: reception@lwbsleutels.com

PRIMARY SCHOOL WALVIS BAY (Incorporated association not for gain) 21/95/0111

CUSTOMER SERVICE CHARTER FOR WALVIS BAY PRIMARY SCHOOL

INTRODUCTION

The Customer Service Charter of Walvis Bay Primary School is crafted in accordance with the guiding principles of the Namibian Constitution, the Basic Education Act, 2020 (Act No. 3 of 2020), and other relevant regional frameworks including the Erongo Regional Council Customer Service Charter. This Charter defines the standard of service that stakeholders can expect from Walvis Bay Primary School, ensuring transparency, accountability, and compliance with statutory obligations. It embodies our commitment to providing quality education while upholding the rights of all learners, as provided for under Article 20 of the Namibian Constitution.

PURPOSE

This Charter sets forth the commitments of Walvis Bay Primary School in delivering educational services. It serves to:

- Outline the roles and responsibilities of the school in serving its community.
- Define the expectations and rights of learners, parents and staff.
- Ensure adherence to legal frameworks such as the Basic Education Act, which mandates inclusive, quality education (Section 3) and prohibits discrimination (Section 7).
- Establish standards for addressing feedback and complaints in a manner consistent with Article 18 of the Namibian Constitution, ensuring fairness and due process.

OUR COMMITMENT

Walvis Bay Primary School is committed to:

- Providing a safe and conducive learning environment, in line with Section 32 of the Basic Education Act.
- Respecting and promoting the rights of learners to education, ensuring access without discrimination as stipulated in Article 10 and 20 of the Namibian Constitution.
- Maintaining transparency in admissions, financial management and school governance (Basic Education Act, Sections 11, 45, and 49).
- Upholding the highest standards of integrity, professionalism and accountability in our interactions with all stakeholders, in alignment with the principles of good governance.

VISION, MISSION AND CORE VALUES

VISION

To become the preferred school of excellence through holistic quality education.

MISSION

To pursue our school of excellence aspirations through Christian values, sound customer relations, responsive academic, sport and cultural offerings, as well as qualified and engaged employees for the growth of our children and community.

CORE VALUES

At Walvis Bay Primary School, our core values guide our actions and interactions with all stakeholders:

CITIZENSHIP: Encouraging active participation and responsibility within the school and broader community.

INTEGRITY: Upholding honesty and strong moral principles in all our activities.

RESPECT: Valuing the dignity and contributions of every individual.

CARING: Fostering a nurturing and supportive environment for all learners and staff.

RESPONSIBILITY: Being accountable for our actions and commitments.

FAIRNESS: Ensuring impartiality and justice in all decisions and processes.

TRUSTWORTHINESS: Building trust through consistency, reliability, and transparency.

SERVICE STANDARDS

The school is dedicated to providing services that meet the following standards:

PROFESSIONAL CONDUCT: Staff will engage with stakeholders in a manner that is respectful, fair and ethical.

RESPONSIVENESS: We will acknowledge all communications within 3 working days and provide a substantive response within 7 working days.

ACCESSIBILITY: Our services are accessible to all learners, including those with disabilities, in accordance with Section 12 of the Basic Education Act.

SAFETY AND SECURITY: The school will maintain a secure environment for all learners and staff, adhering to safety regulations and standards as stipulated in Section 33 of the Basic Education Act.

FEEDBACK AND COMPLAINTS

We value feedback as it is critical to our continuous improvement. Stakeholders can provide feedback or lodge complaints through the appropriate channels.

Email communication through reception@lwbsleutels.com

All complaints will be addressed within 7 working days. If a matter remains unresolved, it may be escalated to the next level in the chain of command.

RESPONSIBILITIES OF STAKEHOLDERS

LEARNERS: Must adhere to the school's Code of Conduct (Basic Education Act, Section 22), attend classes regularly and participate actively in their education.

PARENTS AND GUARDIANS: Must adhere to the school's Parent Code of Conduct; Are expected to support the educational progress of their children, comply with school policies and communicate openly with the school.

STAFF: Shall maintain professionalism, uphold the rights of learners, and provide high-quality instruction in a learner-centred manner (Basic Education Act, Section 47).

REVIEW OF THE CHARTER

This Customer Service Charter will be reviewed annually to ensure its compliance with evolving educational standards and legislative changes. The review process will involve consultations with stakeholders, including the Board of Directors and the Regional Education Office, to align with best practices in education management.

GLOSSARY OF TERMS

- 'Charter': A formal document that defines the services and commitments of Walvis Bay Primary School to its stakeholders.
- 'Basic Education Act': The law governing the provision of education in Namibia, emphasizing the right to quality and inclusive education.
- 'Stakeholders': Includes learners, parents, guardians, staff members, and the community served by the school.

CONCLUSION

Walvis Bay Primary School is committed to excellence in education, guided by the principles of equity, integrity and respect. This Charter is a testament to our dedication to serving our community and providing a learning environment where every child has the opportunity to reach their full potential.