

GovernorHub Service Specification

1. SERVICE SPECIFICATION

The purpose of the service is to:

- 1.1 Facilitate access for all board members to the GovernorHub website for their school.
- 1.2 Provide subscribing boards with timely news updates via GovernorHub news feed and incorporated email facility.

Key services provided within the GovernorHub Service are:

- Access to your board's own private area on GovernorHub which includes the following areas:
 - News feed
 - Noticeboard
 - Calendar
 - Documents
 - Governing Board/Trust Board private area
 - Trust Service Area (optional extra if subscribing as a MAT only)
- Optional initial training session on how to make best use of GovernorHub
- Support for any issues pertaining to the use of GovernorHub where possible or via the GovernorHub support team if the issue can't be resolved by Schools' Choice.
 - Any work carried out will be done so respecting the confidentiality of data belonging to the service user and with regards to the General Data Protection Regulation (GDPR).
 - Any work will be carried out in accordance with the Contract Terms and Conditions.

2. SERVICE AVAILABILITY

Schools' Choice will supply the office contact on business days between 08:30 and 17:00.

3. SERVICE LEVELS

The following response times will apply in respect of customer enquiries relating to the service:

Communication	Response time
letter	within five business days of receipt;
email	within three business days of receipt;
telephone	if made within the times referred to in paragraph 0, calls will be answered as soon as possible;
telephone voicemail message	within two business days of receipt of the message.

4. MONITORING SUCCESS

- 4.1 To monitor the success of the Service, representatives of Schools' Choice and the customer shall:
 - 4.1.1 seek feedback directly from customers as required
 - 4.1.2 conduct an annual survey

5. CHARGES

The purchase of GovernorHub is non-refundable.