



Education  
Funding  
Agency

# Customer Charter

**Education Funding Agency**

## Serving our Customers

The Education Funding Agency is part of the Department for Education and we provide £54 billion a year to fund schools and colleges to educate children and young people in England.

To do this we:

- fund academies directly and ensure they meet the terms of their funding agreements
- fund local authorities to pay maintained schools
- fund sixth-forms, colleges and training providers to educate 16- to 19-year-olds, and learners with learning difficulties and/or disabilities aged 19 to 24 who are subject to a learning difficulty assessment
- provide bursaries for disadvantaged young people
- deliver building and maintenance programmes for schools and sixth-form colleges, including project managing new builds for schools in greatest need

We want to do the best job that we can. We are not at the front line but our role is to support those who are.

You might be a parent, pupil, headteacher or the chief executive of an academy trust; you might be a college principal, finance director or a school business manager; you might provide training and apprenticeships for young people; you might work in a local authority; you might be a partner in the construction industry. Whoever you are – it is important to us that we provide you with an excellent service, that we provide you with the tools and support you need to do your job, and that we listen to what you say and engage with you.

That is why we put our customers at the heart of everything we do.

## Why have a charter?

We want to say clearly what we do and why we do it. We want to be easy to do business with and we want you to be clear about the experience and the level of service you can expect from us. This charter sets out the standards we work to and against which we will measure our performance.

## Our ways of working

### We want to make sure

- You get the right information and accurate funding and payments from us.
- That all information is timely, clear and easy to understand.
- We are always professional in the way we do business with you.
- We have a positive and respectful attitude towards you.

### What we ask of you

- Please [check our website](#) before contacting us as your question might already have been answered.
- State clearly what you want to know or how we can help you.
- If you are the parent of a pupil studying at an academy, you work in an academy or have an enquiry about an academy please contact us with your question by sending an email to [academy.questions@education.gsi.gov.uk](mailto:academy.questions@education.gsi.gov.uk).
- For all other matters please use the [EFA contact form](#) on our website to get in touch.
- Please avoid sending copies of the same email or letter to lots of different people in the EFA and DfE.
- Please treat our staff as you would like us to treat you. We reserve the right not to reply to emails, letters and phone calls that are offensive.

# The standards of service you can expect from us

## Timeliness

We know that when you contact us you want a response as quickly as possible. To help you we will :

- Respond to let you know we have received your enquiry.
- Aim to deal with the majority of enquiries within three working days. If we cannot deal with your enquiry in this time we will tell you what we are going to do, and how and when you can expect an answer.
- Make sure you know if we cannot respond within [our customer service standards](#).

## Quality

We will ensure that you receive a response that :

- answers all your question(s)
- is factually correct
- is addressed to you or the person you want us to reply to
- signposts you to sources of information, where appropriate
- respects confidentiality

## What we don't do

Knowing who to contact – and for what – can sometimes be difficult. That's why we believe it is important to make it clear not only where we can help but also what is not our responsibility. If you contact us about something which is not part of our work, we will do our best to point you in the direction of someone who can help.

- We don't decide government policy on education funding. It is our job to implement what has been decided.
- In the main we do not have powers to overturn decisions made by academies, special schools, colleges, charitable and commercial providers of education and learning. Our interventions tend to be where academies and education service providers have failed to follow published procedures or have failed to comply with the terms of their funding agreement.
- We are not responsible for ensuring that there are enough places to meet basic need for school places, 16 to 19 places or places for high needs learners. These are the responsibility of local authorities.

- We do not measure education performance or the quality of schools, colleges or other educational establishments.

## Give us your feedback

Whatever your reason for contacting the Education Funding Agency we want to make sure that your experience, and the quality of service you receive, is consistent throughout our organisation.

If we do not get it right then we want you to tell us what happened and how we could do things better – but we'd also like to hear about good experiences too so that we can share good practice across the Education Funding Agency.

Information on [how to make a complaint about an academy and the role of the Education Funding Agency in investigating them](#) can be found on our website.

Information about [complaints about post-16 providers](#) that we fund is also available on our website.

## What do you do if you are not happy with the service you have received?

Contact the person or service you used and tell them what went wrong. It might be that we can deal with your feedback then and there. Formal complaints should be made through the [contact form](#) on the website:

We will send you an acknowledgement within three working days letting you know what the next steps are and send you a full response within 15 working days. If we need to investigate further we will let you know when you can expect a full reply from us.

## Who do you contact if we have done something well?

We always like to receive positive feedback so if you would like to tell us that we did a good job you can use the [contact details](#) on GOV.UK.

## Customer Survey

We want to hear from our customers and we seek your views to help us improve our service in the future. We do this in a number of ways including:

- regular online customer surveys
- meeting you at events and conferences
- special groups, such as the EFA Advisory Group and those set up with sector representatives

Twice a year we publish an online customer survey to see how we are getting on and to listen to how you rate our customer service. Details of how and when you can complete this survey will be available on our website and publicised through our communication channels including the e-bulletin.

## Would you like to find out more about us?

### Visit our website

<https://www.gov.uk/efa>

### Subscribe to our e-bulletin

The e-bulletin is published on the web, but you can also receive a copy direct to your inbox.

To subscribe to our fortnightly e-bulletin please send your name, job title, organisation name and email address to [efa.bulletin@education.gsi.gov.uk](mailto:efa.bulletin@education.gsi.gov.uk)

### Contact Details

<https://www.gov.uk/efa>

### Call us

0370 000 2288

## **Useful Links**

### **Department for Education**

[www.education.gov.uk](http://www.education.gov.uk)

### **Ofsted**

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Teaching Agency**

[www.education.gov.uk/get-into-teaching](http://www.education.gov.uk/get-into-teaching)

### **Skills Funding Agency**

<http://skillsfundingagency.bis.gov.uk/>

### **Local Government Association**

[www.local.gov.uk](http://www.local.gov.uk)

### **Department for Education Customer Service Standards**

<http://www.education.gov.uk/aboutdfe/policiesandprocedures/a0028/customer-service-standards>



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