

## Customer Service Policy

### **1. Policy**

This policy is to provide and maintain the best possible service to our, students, teachers and the public. We take pride in providing a professional service whilst inspiring the highest level of trust.

Staff will be Professional at all times and show:

Courtesy in all circumstances

- Accuracy in what they do
- Accountability for the quality of service they deliver
- Integrity in all their dealings
- Consideration for the needs of customers
- Promptness in all their actions, keeping people informed of progress

This Customer Service Policy applies to all permanent, temporary, freelance and casual employees of Shockout and to ourselves if we work alone at any time.

### **2. Responsibilities**

- The Principal, Management Team, Head of Years, Heads of Department or other designated employee shall be responsible for ensuring that this policy is implemented
- It is expected that anyone who works at Shockout shall adopt the communication behaviors outlined in this policy
- This policy is not meant to be all inclusive and additional behaviors, which support the goal of providing good customer service, should be encouraged and supported by the college/university.

#### **Shockout Staff will play its part by:**

- giving student care a high priority
- developing corporate values and practices on student care which are shared across Shockout and communicated effectively
- updating information to all its employees and workers to add to their knowledge and awareness of people and their care
- regularly monitoring its student care to ensure that the needs of all its students, parents, carers and the public are met successfully
- provide a clear, accessible process for any person to comment or complain about any aspect of their own or the organisation's services

### **3. Values**

The principles and care values that as an organization or individual we all share are:

- 3.1 The students, their Parents, Carers, Suppliers and the public are Shockout's most important people. They are the purpose of our work. All people coming into contact with college/university will be treated equally. Everyone will have fair and equal access to all of our services.
- 3.2 Every person is entitled to:
- A standard of service which is known and agreed
  - Be listened to when they comment or complain
  - A sensitive response to their needs
  - A rapid response to their complaints
  - A courteous response to their enquiries
  - Continuous attention by us to their satisfaction
- 3.3 There is a clear and accessible complaints procedure in place
- 3.4 **Courtesy**  
Courtesy will be shown in all circumstances, even in difficult situations where the person may not show similar courtesy in return. Staff will be courteous in their spoken words, body language and demeanour.
- 3.5 **Accuracy**  
Where there is any doubt about the accuracy of any information, the details will be checked and validated prior to release.
- 3.6 **Accountability**  
Staff will look for ways to enhance the quality of service they deliver. Concerns about the quality of service will be referred to the next level of management or Principal.
- 3.7 **Integrity**  
Staff will act with integrity in all their dealings with the public.

## **4. Communication**

### **Face to Face Contact**

- 4.1 We and our staff will be committed to:
- making sure that our building are accessible
  - greeting visitors
  - making sure our staff identify themselves
  - listening to you and responding to your needs
  - being welcoming, courteous and helpful at all times

### **Telephone**

- 4.2 All telephone calls shall be answered promptly and in a professional and courteous manner.
- 4.3 When answering the telephone, use a friendly, professional manner. Our greeting is the first thing heard by callers; we will ensure we are setting an example and making the first impression for the organisation.
  - Speak distinctly, with a warm welcoming tone, letting the caller know whom he or she is talking with.

### **Written Communication**

- 4.3 Communication in the form of a letter shall be written in a professional and courteous manner. The written response to internal or external correspondence shall be clear, informative and timely. Letters should be written in a professional format. All letters and memoranda should be proofread carefully, not only for spelling and punctuation, but also for consistency and accuracy.

The appropriate letterhead should be used. The letter should include the following: date, recipient's complete name and address, salutation, the response in the body of the letter, the complimentary closing, and handwritten signature.

### **Electronic Mail (E-Mail)**

- 4.4 Email access is provided within Shockout Arts, communication via e-mail shall be conducted in a professional and courteous manner. The e-mail response shall be clear, informative and timely. Also ensuring Data Protection is considered at all times regarding personal information.
- 4.5 Communicate in a professional manner when using the e-mail system. Never put anything in an e-mail message that would be viewed as offensive or inappropriate for the organization. NEVER WRITE AN EMAIL IN CAPITAL LETTERS, this is a sign of shouting at that person which is rude. Remember that all information contained in the e-mail message is considered public information.
- 4.6 The e-mail response should give complete and clear information with the option to use e-mail or call if there are questions. A letter format with a salutation and a complimentary closing should always be used when responding to inquiries. Always check for spelling, punctuation, and formatting errors prior to sending the e-mail message. Care should also be taken to ensure that all responses provide the appropriate information to the customer by checking for consistency and accuracy.
- 4.7 Your electronic mailbox should be checked frequently for messages. It is your responsibility to always check your electronic mailbox for messages.

## **5. What we ask of you**

Shockout staff should not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the room



etc). The organization will take appropriate action against any individuals who are abusive to staff.

## **6. Record**

A copy of all correspondence dealing with a complaint must be kept and placed on file electronically or file in locked filing cabinet.

### Related Policies

Complaints Policy  
Communication Policy  
Data Protection  
Disciplinary Policy