CUSTOMER SERVICE POLICY

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1 Aim
To develop strategies to improve the way we provide customer service and identify and meet our customers needs.

The Kids’ Uni Policies and Procedures apply to Kids’ Uni North, Kids’ Uni South, South Coast Workers Child Care Centre, Kids Uni iC – Preschool, After School Care and Vacation Care (Kids’ Uni OOSH).

2 Background
2.1 UOW Pulse Ltd Children’s Services requires effective and open communication to ensure our customer’s needs are being met, recognising that these needs are not static.
2.2 The nature of our service requires all educators and other staff to use a professional approach whilst interacting with families, visitors and wider community. We need to ensure we have a consistent and reliable method to assess customer’s needs and implement practices, which support these needs.
2.3 We need to develop strategies that all staff can refer to and practice, which will support the diverse needs of our community.

3 Practices
3.1 When a parent visits the service for the first time
i. Attend to the parent promptly on arrival at the centre.
ii. Greet the parent with a smile.
iii. Staff member introduces self by name if not known to parent.
iv. If unable to attend to the parent/visitor immediately, politely indicate that you will only be a short time.
v. Apologise for any delay.
vi. Use the parent’s name.
vii. Show genuine interest in the parent/visitor.
viii. If you cannot assist the parent/visitor, find someone else who can help.

3.2 When you receive an incoming phone call
i. Answer it immediately, the phone must NOT ring out.
ii. Use the phrase “Good morning, (service name) (your name) speaking.
iii. If you need to transfer it, it is necessary to:
iv. Inform the person on the line you will transfer them
v. Press the extension you are transferring to.
vi. Wait for the other person to answer their extension.
vii. Inform them of the person on hold and any information about them you have — why, what, where.
viii. Hang up your line so the call will be connected.
3.3 If the extension does not answer you must:
   i. Press the line and inform the customer: that you were unable to transfer them.
   ii. Ask them if you can take a message to pass on.
   iii. Write the message down.
   iv. Pass it on immediately.
   v. If not able to pass on immediately put the message in the pigeonhole of the appropriate service – located in Administrative Office.

4 When a Customer has an Enquiry or Complaint about service.

4.1 Identify Wants and Needs
   i. Listen without interrupting.
   ii. Ask appropriate questions.
   iii. Check interpretation of customer’s purpose.
   iv. Demonstrate willingness to help the parent/family member with their enquiry.
   v. Clarify anything that is unclear

4.2 Explore Options
   i. Provide accurate information to parent. Ensure information actually responds to the parent’s inquiry or request. Refer parent/visitor to a senior person where appropriate.
   ii. Nominated Supervisor, Manager and/or Senior Administration Officer to complete Customer Complaint Form.

4.3 Confirmation
   i. State the action to be taken.
   ii. Offer alternatives if original action is unacceptable to parent/visitor.
   iii. Draw out any additional concerns.

4.4 Closure
   i. Thank the parent/visitor (if appropriate).
   ii. Offer future services of assistance.
   iii. Farewell the parent/visitor.

4.5 Follow Up
   i. Complete the tasks required be parent within agreed time frame.
   ii. Advise parent promptly of any changes, delays or problems.
   iii. The Customer Complaint Form to be given to the Customer at the end of the process.

4.6 The issues/concerns/complaints raised by the customer are used to assist in future planning – both short term and long term strategic planning.
5 Complaints

5.1 Families from culturally diverse backgrounds may require translation services to assist in their concerns/complaints being understood. We can provide this by using translation service we are registered with.

5.2 Welcome the complaints from customers by implementing strategies in this policy.

5.3 Ensure all customers know how they can complain.

5.4 Ensure confidentiality.

5.5 Reward customers that complain by addressing the complaint and thanking them.

6 Source

UOW Pulse Ltd Customer Charter
Keeping on Track — Community Child Care
Bernadette Barry — Consultant Early Childhood Customer Service
Stonehouse, A. 1994. How Does It Feel – Child Care From a Parent’s Perspective.
AECA

7 Review

This policy will be reviewed every 3 years and the review will include Management, Employees, Families and Interested Parties

8 Version Control Table

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<th>Version Control</th>
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<th>Next Review</th>
<th>Approved By</th>
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<td>February 2012</td>
<td>February 2013</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Paragraph inserted re application of policies across all centres. Migrated into new QA format.</td>
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<td>February 2013</td>
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<td>3</td>
<td>Feb 2014</td>
<td>Mar 2017</td>
<td>Michele Fowler Manager – Kids Uni</td>
<td>Policy reviewed with no changes required. Review period changed to 3 years.</td>
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