

Customer Service Policy

2024 - 2025

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 us 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 Shockout 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 demeanor.
- 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.

Related Policies

Complaints Policy
Communication Policy
Data Protection
Disciplinary Policy