

## Customer Service Policy

### 1. Purpose

The purpose of this policy is to ensure that Shockout provides and maintains the highest possible standard of service to students, teachers, parents, carers, suppliers, and the public. We are committed to delivering professional, courteous, and trustworthy service in every interaction.

### 2. Scope

This policy applies to all permanent, temporary, freelance, and casual employees of Shockout, including individuals working independently on behalf of the organisation.

### 3. Policy Statement

Shockout is dedicated to excellence in customer service by upholding the following principles:

- **Courtesy** – Maintain politeness and respect in all circumstances.
- **Accuracy** – Ensure all information and actions are correct and verified before release.
- **Accountability** – Take responsibility for the quality and outcomes of services delivered.
- **Integrity** – Act honestly and ethically in all professional dealings.
- **Consideration** – Be attentive to the needs and concerns of customers.
- **Promptness** – Respond quickly and keep individuals informed of progress.

### 4. Responsibilities

- The **Principal, Management Team, Student Support, Departmental Heads**, and other designated employees are responsible for ensuring that this policy is implemented and maintained.
- All staff are expected to adopt the communication and service behaviours outlined in this policy.
- Additional positive behaviours that support the goal of excellent customer service are encouraged and supported across Shockout.

Shockout will:

- Prioritise student care and customer service.

- Develop and promote shared values and practices that reflect our service standards.
- Provide ongoing information and training to enhance staff awareness and competence.
- Regularly monitor service quality to ensure the needs of students, parents, carers, and the public are effectively met.
- Maintain a clear and accessible process for feedback, comments, and complaints.

## **5. Organisational Values**

At Shockout, we believe that our students, their families, our suppliers, and the public are central to our purpose.

We are committed to providing fair and equal access to all services and ensuring that everyone is treated with respect and dignity.

Every individual has the right to:

- A clear and consistent standard of service.
- Be heard when providing feedback or lodging a complaint.
- Receive a sensitive and timely response to their needs.
- Experience courtesy and professionalism in all communications.
- Have confidence in our commitment to continuous improvement.

A clear and accessible **Complaints Procedure** is in place to support these principles.

## **6. Key Service Standards**

### 6.1 Courtesy

Courtesy will be demonstrated in all situations, including challenging interactions. Staff are expected to be polite in their words, tone, body language, and overall demeanor.

### 6.2 Accuracy

All information must be checked and validated prior to release if there is any doubt about its accuracy.

## 6.3 Accountability

Staff are encouraged to seek opportunities to improve service quality. Any concerns regarding service standards should be reported to the next level of management or the Principal.

## 6.4 Integrity

All staff must act with honesty, fairness, and transparency in their dealings with students, colleagues, and the public.

## **7. Related Policies**

This policy should be read in conjunction with:

- Complaints Policy
- Communication Policy
- Data Protection Policy
- Disciplinary Policy