

CUSTOMER SERVICE POLICY

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1 Aim

To develop strategies to ensure that we provide effective and positive customer service experiences that identify and meet our customers needs.

The Kids' Uni Policies and Procedures apply to Kids' Uni North, Kids' Uni South, Kids Uni CBD, Kids Uni iC – Preschool, Kids Uni iC – 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 recognise the importance of developing 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 members will ensure that they introduce themselves by name if not known to the parent or visitor.
 - 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/visitors name if known.
 - 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 the information responds to the parent's inquiry or request. Refer parent/visitor to a senior person where appropriate.
 - ii. Person receiving complaint to document concerns.
- 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 by parent within agreed time frame.
 - ii. Advise parent promptly of any changes, delays or problems.
- 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 Ensure that our families, visitors and the community are invited to share feedback and are aware of the options to do so.

- 5.2 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.
- 5.4 Maintain confidentiality.
- 5.5 Ensure that families are thanked for their feedback and/or complaint.

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

Version Control	Date Released	Next Review	Approved By	Amendment
1	February 2012	February 2013	Michele Fowler Manager – Kids Uni	
2	February 2013	February 2014	Michele Fowler Manager – Kids Uni	Paragraph inserted re application of policies across all centres. Migrated into new QA format.
3	Feb 2014	Mar 2017	Michele Fowler Manager – Kids Uni	Policy reviewed with no changes required. Review period changed to 3 years.
4	July 2018	July 2021	Kellie Grose Manager – Kids Uni	Policy Reviewed with minor changes to wording.