

CUSTOMER SERVICE POLICY

Contents

1	Aim.....	2
2	Background.....	2
3	Practices.....	2
4	When a Customer has an Enquiry or Complaint about service.....	3
5	Feedback.....	4
6	Source.....	5
7	Review	5
8	Version Control Table	5

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.

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.
- 2.4 We recognise that in our sector we have a unique relationship with our customers. They are families who have diverse needs and we are caring for their children.
- 2.5 We recognise that the nature of the service that we provide requires us to focus on building relationships and trust with our customers.

3 Practices

- 3.1 When a parent visits the service our staff will:
 - 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 a staff member receives an incoming phone call they will:
 - 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 the call, it is necessary to:
 - Inform the person on the line you will transfer them
 - Press the extension you are transferring to.
 - Wait for the other person to answer their extension.
 - Inform them of the person on hold and any information about them you have — why, what, where.
 - 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 an email or place in the pigeonhole of the appropriate Director – located in Administrative Office.
 - vi. If urgent, contact the Director or appropriate person via phone or messages.

- 3.4 At the beginning and end of the day our educators will engage in meaningful interactions with families that focus on their child's learning and development:
 - i. All families will be warmly greeted when they enter.
 - ii. Educators will support the child's transition from home to our service each day with the circle of security in mind, considering whether the child needs support and needs to be close to an educator.
 - iii. Educators will make time to check in with the child's family to gain any information that could support the child during the day.
 - iv. Educators will pass on any information or messages from families to other educators as they begin their shift.
 - v. Information will be shared with families about their child throughout the day via Kinderloop or phone as needed.
 - v. At the end of the day when families are collecting their child, educators will engaged in conversations that provide insight into the child's day, the experiences they have engaged with, the learning that has taken place and the relationships that they are developing.
 - vi. Educators will support the families transition out of the service by ensuring that each child's belongings are accessible or packed in the child's locker.

4 When a Customer has an Enquiry or Complaint about service

(refer also to the UOW Pulse Grievance Policy)

- 4.1 In the first instance, 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 Once all of the information has been collected, determine who needs to respond to the complaint. This will depend on the nature and the seriousness of the complaint.
 - i. A complaint that relates to the general routines or operations of the room can be managed by educators with the support of the room leader. The room leader should keep the Director informed about complaints of this nature.

- ii. Any complaint that pertains to the safety or wellbeing of a child or a breach of legislation must be referred to the Director immediately.
 - iii. Any complaint that pertains to fees, enrolment or child care subsidy should be referred to the Administration Co-ordinator.
 - iv. Any complaint, at any time can be escalated to the Director, the Children's Services Manager or the CEO by following the UOW Pulse Grievance policy.
- 4.3 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.
- 4.4 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 Feedback

- 5.1 We will ensure that our families, visitors and the community are invited to share feedback in a number of ways, 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 will assist with translation wherever possible.
- 5.4 We will maintain confidentiality when managing feedback or complaints, unless this contradicts a legal requirement or places a child at risk.
- 5.5 We will ensure that families are thanked for their feedback and/or complaint and recognise that working in partnership with families provides opportunities for us to improve our services.

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.
5	November 2019	July 2021	Nicole Bray – Director – Kids Uni iC	Updated to reflect policy name changes to Kids Uni iC and OOSH
6	May 2022	May 2025	Kellie Grose Manager – Kids Uni	Acknowledged unique relationships with customers (Section 24 and 2.5). Added section 3.4 – to guide educators around customer service at arrival and departure time for families. Added section 4.2 to support staff to refer complaints appropriately. Clarified that there are circumstances where confidentiality cannot be maintained around complaints raised (Section 5.4)