

BABEL SCHOOL OF DANCE

CUSTOMER SERVICE POLICY

STATEMENT OF INTENT

Our policy is to provide and maintain the best possible service to our organisation, 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

APPLICATION

This Customer Service Policy applies to all permanent, temporary, freelance and casual employees or workers of our organisation; or to ourselves if we work alone.

IMPLEMENTATION

- The Teacher / Principal / Manager or other designated employee shall be responsible for ensuring that this policy is implemented
- It is expected that all employees or workers at the organisation 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 organisation

The teacher / organisation will play its part by:

- giving student care a high priority
- developing corporate values and practices on student care which are shared across the organisation 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 strategy 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

VALUES

The principles and care values that as an individual or organisation we all share are:

- The students, their parents and carers and the public are the organisation's most important people. They are the purpose of our work. All people coming into contact with our organisation will be treated equally. Everyone will have fair and equal access to all of our services.
- 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
- There is a clear and accessible complaints procedure in place

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 demeanour.

Accuracy

Where there is any doubt about the accuracy of any information, the details will be checked and validated prior to release.

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.

Integrity

Staff will act with integrity in all their dealings with the public.

COMMUNICATION

FACE TO FACE CONTACT

We and our staff will be committed to:

- making sure that our buildings are accessible
- greeting visitors
- making sure our staff identify themselves
- listening to you and responding to your needs
- being welcoming, courteous and helpful at all times

OUR POLICY FOR THE TELEPHONE

All telephone calls shall be answered promptly and in a professional and courteous manner.

OUR POLICY FOR WRITTEN COMMUNICATION

Communication in the form of a letter or email shall be written in a professional and courteous manner. The written response to internal or external correspondence shall be clear, informative and timely.

OUR POLICY FOR ELECTRONIC MAIL (E-MAIL)

E-mail correspondence will be conducted in a professional and courteous manner. The e-mail response will be clear, informative and timely.

COMPLAINTS PROCEDURE

WHAT IS MEANT BY A COMPLAINT?

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation or its employees affecting an individual person or group of people who are receiving a service.

A complaint does not include:-

- Requests for service
- Requests for information or explanation of the organisation's policy or practice
- Complaints about third parties, who are not working at the organisation

PLEASE SEE OUR COMPLAINTS PROCEDURE DOCUMENT for fuller information

What we ask of Parents, Students and Visitors

Babel School of Dance staff will not be expected to deal with rude, abusive or threatening behaviour. If such unpleasant behaviour is encountered and cannot be calmed down, staff will politely state that they will have to terminate the contact (put the telephone down/leave the room etc). The organisation will take appropriate action against any individuals who are abusive to staff.

This policy has been written following the guidelines of the Council for Dance Education and Training

SIGNED On behalf of The Babel School of Dance	PRINTED	POSITION	DATE
<i>S Ridley</i>	Sara Ridley	Principal	3.8.23

TO BE REVIEWED ANNUALLY

Next Review – August 2024