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**RYDE BULLS BASKETBALL LTD**

**CUSTOMER SERVICE POLICY**

**PHILOSOPHY STATEMENT**

Ryde Bulls Basketball Ltd service philosophy is to provide the highest quality Customer Service at all times.

**POLICY OBJECTIVES**

1. To ensure that when dealing with customers all staff respond in a courteous, consistent, timely and fair manner and satisfy all reasonable requests from customers.

2. To ensure that Ryde Bulls Basketball Ltd resources are used efficiently and effectively when dealing with customers.

**EXECUTIVE SUMMARY**

1. Overview

The aim of the Policy is to establish a standard approach to managing contact with customers.

2. Service Commitment

This Policy applies to Ryde Bulls Basketball Ltd board as well as staff to treat customers in a professional and ethical manner with courteous and efficient service.

3. Service Undertakings

Service Undertakings gives examples of situa tions that can occur in Ryde Bulls Basketball Ltd and describes how to give customers consistent service.

4. Types of Customer Service

Explains how staff provide efficient customer service by telephone, written or face-to-face communication .

5. Dealing with Difficult, Rude, Abusive or Aggressive Customer Recognises that difficult situations can be encounter ed and must be deal t with discreetly and with decorum. It also provides for the General Manager to exclude dealings with particularly difficult customers.

6. Managing Anonymous Customer Action Requests

Explains that anonymous requests from customers will not normally be actioned un less the issue places the public safety at risk or raises a serious matter.

7. Confidentiality and Privacy

Acknowledges the existence of Ryde Bulls Basketball Ltd Privacy Policy.

8. General

Covers adequate documentation and any fur ther action required.

1. **OVERVIEW**

The purpose of this policy is to outline Ryde Bulls Basketball Ltd “can do” approach to customer service and establish a standar dised approach to managing contact with customers.

For the purpose of this policy, customers can be defined to include individuals and organisations

to whom Ryde Bulls Basketball Ltd provides service. Customers include players, officials, daily

visitors, schools as well as people passing through the Club Ryde X Stadium. Internal customers include other Ryde Bulls Basketball Ltd Departments and members of staff as well as the board.

Ryde Bulls Basketball Ltd dual role as a service provider and a regulatory body can create situations where not allcustomer requests can be met. However, Ryde Bulls Basketball Ltd has an obligation to provide customers with an accessible, fair and equitable mechanism to access services, make service requests and obtain assistance. The establishment of a standardised, courteous and professional approach to the management of customer contact, inconjunction with clear policies and procedures, will facilitate the achievement of Ryde Bulls Basketball Ltd obligation to its customers. This will enhance Ryde Bulls Basketball Ltd image and provide customers with a positive experience of Ryde Bulls Basketball Ltd.

**2. SERVICE COMMITMENT**

All Ryde Bulls Basketball Ltd staff and Ryde Bulls Basketball Ltd board members provide service to Ryde Bulls Basketball Ltd customers either directly or indirectly.

All Ryde Bulls Basketball Ltd staff and Ryde Bulls Basketball Ltd board members must strive to meet the needs of our customers in a professional and ethical manner with courteous and efficient service. Staff and Ryde Bulls Basketball Ltd board members will:

a) treat all customers with respect and courtesy

b) listen to what customers have to say and determine the exact nature of the request

c) respond to customer enquiries promptly and efficiently

d) act with integrity and honesty when dealing with customers

e) provide relevant and timely feedback to the customer

**3. SERVICE UNDERTAKINGS**

Ryde Bulls Basketball Ltd staff and Ryde Bulls Basketball Ltd board members aim to project a professional image at all times. To give customers consistent service experience, Ryde Bulls Basketball Ltd endeavours to:

* Demonstrate respect, courtesy, patience, attentiveness, consideration and sensitivity to the customer at all times that is appropriate to the age, culture and linguistic background of the individual /group.
* Identify customer needs and expectations
* Provide the local community with advice and other information that is clear and concise
* Take appropriate action and respond in accor dance with organisational policies and procedures with minimal inconvenience to the customer
* Make decisions using processes that are consultative, impartial and otherwise ethical
* Adopt fair, lawful and appropriate procedures when making decisions, carrying out activities and performing services
* Be sensitive to any language or other communication difficulties experienced by members of the local community when providing advice and other information. If necessary, provide bilingual or other assistance as required.
* Be sensitive to any members of the local community with disabilities when providing advice and other information.
* Present a positive image of Ryde Bulls Basketball Ltd to the public
* Demonstrate professionalism when deal ing with difficult customers
* Act in accordance with the law and Ryde Bulls Basketball Ltd Code of Conduct
* Respond to customer enquiries promptly and efficiently, within allocated timeframes

**4. TYPES OF CUSTOMER SERVICE**

Customers contact Ryde Bulls Basketball Ltd for a wide variety of issues ranging from enquiries and requests for information or advice, to the provision of direct services, i.e., Development products, competition queries,registrations, etc.

1. *Telephone Calls*

Ryde Bulls Basketball Ltd recognises the impor tance of telephone calls and will answer all calls promptly and efficiently, referring calls to the appropriate staff member quickly and providing clear and concise information in response to caller enquiries. Ryde Bulls Basketball Ltd endeavours to:

* Advise all callers of the name of the person answering the call, or making the call where it is outgoing from Ryde Bulls Basketball Ltd
* Deal with the call, redirect the call or take a clear message from the caller as required
* Ensure all messages include detai ls of the caller’s name, contact number and message as we ll as details of who took the message and when
* When calls cannot be fully responded to immediately, give clear advice to the caller about when the caller can expect a response
* Put calls on hold for the minimum amount of time possible
* Speak clearly, deal with customers calmly, courteously and patiently, even when the callers are angry, aggressive or distressed
* Answer unattended telephones in the absence of colleagues whenever practical
* Respond to telephone messages within one business day
* Change voicemail message( s) when staff are absent on an extended period of leave

*(2) Written*

Ryde Bulls Basketball Ltd recognises the impor tance of correspondence (letters, facsimiles and email messages) and will provide clear and concise responses promptly. Ryde Bulls Basketball Association endeavours to:

* Provide a response to all matters within ten (10) working days of receiving the correspondence and within two (2) working days for E-mails if the item requires a response.
* Ensure that all outward correspondence includes the name a nd contact details of the staff member dealing with the matter
* Use language that is clear and concise
1. *Face to Face*

Ryde Bulls Basketball Ltd recognises the need to promptly serve members of the public who come to Ryde Bulls Basketball Ltd to seek information or transact business. Ryde Bulls Basketball Ltd will endeavour to have staff members available to the public during office hours and at designated times.

Ryde Bulls Basketball Ltd endeavours to:

* Make staff available for interviews by prior arrangement
* Attend to members of the public at the customer service help desks in a professional and helpful manner and within five minutes of arrival at reception
* Promptly advise staff if there is a member of the public in the reception area for an appointment
* Provide a full range of information for public inspection in customer service areas
* Speak clearly and deal with visitors calmly, courteously and patiently , even when visitors are angry,aggressive or distressed
* Ensure that all relevant staff are present to address each matter appropriately

**5. DEALING WITH DIFFICULT, RUDE, ABUSIVE OR AGGRESSIVE CUSTOMERS**

As stated above, Ryde Bulls Basketball Ltd staff are expected to treat customers with courtesy and respect at all times and to make every reasonable effort to address the customer’s needs even when s/he is rude or difficult. It is certain however, that whatever standard of professional and positive customer service Ryde Bulls Basketball Ltd achieves, there will always be a small percentage of custome rs whose issues cannot be dealt with to their satisfaction. This may be due to refusal by the customer to accept a Ryde Bulls Basketball Ltd decision, demands placed on Ryde Bulls Basketball Ltd which are not within our scope or resources to meet, or a level of rudeness or

aggression shown to staff by the customer that makes it unsafe or unreasonable to proceed.

Where the General Manager is satisfied that every effort has been made by staf f to address a

customer’s needs, he/she may make a decision that there is no reasonable prospect of reaching a

position where a particular customer is satisfied with Ryde Bulls Basketball Ltd actions and service.

In such a case the General Manager may decide to stop or limit responses to the customer in relation to the issue in question. This may include:

• refusal to accept telephone calls or make appointments with the customer;

• a request that all future communication be in writing;

• provision of responses to quer ies, information requests only where a new issue has been pr esented;

• identification of a single staff member as contact person through whom all communication must occur.

Where the General Manager has made such a decision, s /he will ensure that this is communicated in writing to the customer and that the customer is given the opportunity to make representations to Ryde Bulls Basketball Ltd about the proposed course of action. In addition the General Manager will advise Ryde Bulls Basketball Ltd board members of any correspondence issued in r elation to such a decision. The General Manager will continue to monitorany further contact with the customer over the issue. Rude, abusive or aggressive behaviour may include rude or otherwise vulgar noises,expressions or gestures, verbal abuse of either a personal or general nature, intimidating, threatening or offensive behaviour , physical violence against property or physical violence against a per son.

If, in the opinion of any staff member, rude, abusive or aggressive comments or statements are made in telephone conversations or interviews, the staff member may:

a. warn the caller that if the behaviour continues, the conversation or interview will be terminated

b. terminate the conversation or interview if the rude, abusive or aggressive behavior continues after a warning has been given.

Where a conversation or interview is terminated, the staff member must then inform his/her Supervisor of the incident and make a diary note of the event. Where appropriate, the Manager will then discuss the matter with the General Manager to determine what action should be taken with respect to the customer’s behaviour. If, in the opinion of the General Manager, any correspondence to Ryde Bulls Basketball Ltd contains personal abuse, inflammatory statements or material clearly intended to intimidate, it will be placed on the relevant file and not otherwise acted upon.

**6. MANAGING ANONYMOUS CUSTOMER ACTION REQUESTS**

Customers can make anonymous action r equests to Ryde Bulls Basketball Ltd. These action requests, however , can be difficult to investigate (often staff need to obtain more information from the person making the complaint) and for obvious reasons it is impossible to contact the person making the complaint and communicate the findings of Ryde Bulls Basketball Ltd..

Ryde Bulls Basketball Ltd will not normally investigate anonymous action requests unless the issue places public safety at risk or raises a serious matter and there is sufficient information in the complaint to make out a prima facie case or to carry out an investigation.

**7. CONFIDENTIALITY AND PRIVACY**

All dealings with customers must abide by the Ryde Bulls Basketball Ltd Privacy Policy.

**8. GENERAL**

In all of the situations referred to in this policy, adequate docu mentary records must be made and maintained on the appropriate Ryde Bulls Basketball Ltd file.

Where the General Manager determines to limit a customer’s access to Ryde Bulls Basketball Ltd in any of the ways specified in this policy, the General Manager must advise the Ryde Bulls Basketball Ltd board as soon as possible o f the relevant circumstances and the action taken.