



Aldinga
Payinthe
College.

Customer Service Standards



Our college pillars: Inspire, Connect and Belong, shape our Way of Being and highlight how we relate to each other and our environment, respond to the aspirations of our community and design our learning. Our Customer Service Standards reflects this context.

The Customer Service Standards support our commitment to upholding a high standard of customer service excellence and providing you, the customer, with information about how we will achieve this.

This document defines the standards you can expect when dealing with the administrative staff at Aldinga Payinthi College to ensure a positive customer experience.

WHO ARE OUR CUSTOMERS?

A customer is any person who has direct contact with the college, including our families, members of the community and other members of staff. Contact may be through multiple communication channels, including face to face, by telephone, social media, or in writing (via electronic means or otherwise).

CUSTOMER SERVICE STANDARDS

- We are friendly, welcoming, respectful, and empathetic.
- We use clear, concise language and limit the use of jargon.
- We take ownership of your enquiry.
- We keep you informed throughout the process, even if we don't have the answers at the time.
- We are realistic and transparent in terms of what we can do and by when.
- We are solutions focussed, where appropriate, and provide you with accurate and consistent information.

HOW YOU CAN HELP US DELIVER ON OUR COMMITMENT TO YOU

You can help us meet our commitment to you by:

- Being courteous, polite, and respectful towards staff.
- Providing us with accurate information so that we can respond to your enquiry appropriately.

CUSTOMER COMPLAINTS

If you would like to lodge a complaint, please review the college's Customer Complaint Management Procedure in the first instance. This documentation is available on the college's website (<https://aldingapayinthicollege.sa.edu.au/policies/>) or in hard copy upon request.

Date	August 2022
Version	Version 1
Renewal	2023
Owner	Business Leader