



**Aged & Community Services Association
of NSW & ACT**

Customer Service

MS05

Date: 3/3/05

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Section(s) Revised: Approved

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Authorised By:
Chief Executive Officer

Issued To:
ACS Staff

Overview

ACS recognises the value of our members and clients and their right to choose ACS from a range of providers and the importance of customer service in this choice.

Policy

ACS seeks to provide the highest standards of service to its members and clients and encourages feedback for quality improvement purposes.

This Policy should be read in conjunction with other ACS Policies:

- Code of Conduct
- Internal communications
- Quality
- Telephone answering.

Procedure

Phone messages

- All phone messages are to be returned within two days of receiving them.
- Where a staff member is out of the office, a message will be sent via e-mail (and placed on their mobile phone answering service where requested). Staff mobile numbers are not to be given to callers. Refer to the procedure for telephone answering.
- Queries for the Employee Relations Unit cannot be put through to an ER staff member unless the member's security code is quoted.

Written information

- Requests for written information are to be sent within one week of the request.
- E-mail messages requesting written information are to be acknowledged within two days and answered within one week of receipt of the e-mail
- Where possible, people should be referred to information available on the ACS website.

Staff absence from office

- If a staff member is away from the office for extended periods (including annual leave) written and e-mailed requests for information and telephone calls are to be referred to the person delegated to fill the role of the person who is absent.
- Before going on leave, it is the responsibility of the staff member to delegate duties to another member of the staff and to place a forwarding message on their e-mail indicating time frames of their absence.

Visitors to office

- All visitors to the office should be made welcome, offered a drink and assisted in any way possible.

Written or verbal feedback

- If any staff member receives significant negative feedback relating to the provision of any ACS services, it must be notified via e-mail to their Unit Manager or CEO. The notification is to include:
 - Date and time of feedback
 - Name and organisation of the person providing feedback including contact details
 - Nature of feedback
 - Recommendations or suggestions made by the person

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Dealing with Complaints or Abuse

1. If a complaint is made or a person is abusive to a staff member, the issue is to be brought to the immediate attention of the Unit Manager. The person taking the call is to write down the caller's full name, phone number, organisation and nature of the complaint or abuse.
2. The Unit Manager will contact the caller or their organisation to seek resolution, and if appropriate reply to the caller or their organisation in writing within one week to provide information on any action taken. A copy of this should be provided to the CEO.
3. If the issue is unresolved, it should be referred to the CEO. If the CEO is unable to resolve the issue, the CEO will refer the issue to the President of the ACS Board or another Board member delegated by the President.

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