

POLICY

Customer Service Standards

POLICY No: 3004

Effective: January 2010



THE POLICY

SwimmingSA's system of work is designed against accepted best practice and quality management system standards, including the AS/NZS ISO 9000 Quality Management Systems standard and the SAI Global Business Excellence Framework.

We integrate the requirements of relevant other standards and legislative requirements, (for example Australian Work Health and Safety Laws ~~Occupational Health, Safety and Welfare~~) into our management system and as a result, provide our clients with a guarantee of high quality, reliable and responsive services, managed and delivered by teams of people committed to their work and who understand and operate under a purposeful, customer focused business excellence system.

Our organisation can thus assure its clients of excellence in its project planning, management, delivery and evaluation processes, and an assurance of the efficiency and effectiveness of our resource allocation processes. We can therefore promise you superior results and high levels of customer satisfaction.

Compliant procedure

SwimmingSA welcomes feedback, including complaints, from our consumers. They allow us to correct any problems with our service, give us a chance to re-establish our relationship with our consumers, and enable us to learn how to improve our service quality.

SwimmingSA defines a complaint as any consumer expression of dissatisfaction with our service. And consumers have the right to know what they can expect from SwimmingSA services. SwimmingSA complaint handling processes will be consistent with current complaint handling standards.

What will happen next?

1. We will send you a correspondence acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and we will review your matter and speak to the member of staff who you dealt with.
3. SwimmingSA will then invite you to discuss and hopefully resolve your complaint. We will do this usually within 14 days of sending you the acknowledgement letter.

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4. If you do not want a meeting or it is not possible, SwimmingSA will send you a written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the SwimmingSA to review the issue.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Central Measurement

To ensure people have adequate information a link will be made available on the Swimming SA website and regularly updated for association representatives.