



# Customer Service Policy

---

January 2025

Authorised by – Steven Mullan

---

# Organisational responsibility

## Customer service policy

### Intent

---

This Customer Service Policy formalises our commitment to providing the best possible service to our customers.

The aims of our Customer Service Policy are to:

- make transactions easier for customers and clients
- provide customers and clients with a consistent level of customer care
- provide clear written guidelines to staff
- provide clarity around complaints and dispute resolution processes
- help achieve the vision, goal and mission of our organisation.

**Director**  
**Steven Mullan**

---

## 1) Scope

---

This policy and associated procedures apply to all directors, staff and contractors working for the organisation.

---

## 2) Policy

SM Safety Training & Consultancy Ltd prioritises the effective service of customers and the respectful handling of customer complaints.

SM Safety Training & Consultancy Ltd prioritises commits to the following principles and practices

in customer service. Friendly, professional customer interactions

We will:

- Speak respectfully to customers at all times
- Listen carefully and allow customers time to explain the circumstances fully
- Convey a sound knowledge of the business, including its goods, services and guidelines
- Respect customer privacy and confidentiality, in accordance with The Privacy Act 1988 and the Australian Privacy Principles.

### **Accurate and consistent information about goods and services**

We take active measures to ensure that we:

- Always communicate factually, honestly and accurately to customers, whether in writing, verbally or face-to-face
- Keep publicly available information about goods and services updated
- Provide a clear explanation of our dispute resolution process.

### **Prompt and efficient services**

So that we can improve our approach to customer service we:

- Strive to address customer enquiries within a reasonable timeframe, whether in writing, verbally or face to face
- Regularly review customer service performance, and incorporate findings in staff training and development activities.

---

### 3) Service Standards

---

The following service standards apply when communicating with customers:

#### Telephone

- Management and staff to answer the phone within 3 to 4 rings.
- Management and staff to identify SM Safety Training & Consultancy Ltd prioritises and name when answering the phone
- If the required person is not available, staff will offer to take a message, recording relevant details accurately.
- Management and staff will pass on the message to the relevant person by email and/or text in a timely manner.

#### Email

- When not in the office for an extended period, management and staff will ensure that out-of-office notification is activated.
- Management and staff will respond to customer emails in a timely manner.
- Management and staff will use Plain English when replying to customer emails.

#### Face to Face

- Management and staff will communicate in a friendly, open way.
- Staff will listen to what the customer has to say before responding. Do not interrupt the customer.
- Staff will respond to customer enquiries and complaints in a respectful way.

#### Website

Management and staff will.

- Ensure that the information contained on the website is updated and accurate
- Ensure that contact information is updated
- Answer customer enquiries within a 24-hour period.
- When collecting information via our website, ensure that our Privacy policy is easily accessible and available on our website.

#### Social and Digital Channels

- Management and staff will ensure that customer enquiries and complaints received via the organisation's social media and digital channels are answered in a timely and accurate manner.

---

## 4) Complaints Handling

---

SM Safety Training & Consultancy Ltd prioritises complaints process is visible and accessible to staff. It is written in a way that management and staff can easily understand, using Plain English.

We acknowledge that the resolution of customer complaints is a key component of effective customer service.

### **Complaints handling process**

We have the following procedures in place for handling complaints.

#### **Initial complaint**

- Listen respectfully to the customer fairly and impartially.
- If the complaint is received in writing, acknowledge the complaint within a 24- to 48-hour period.
- Ensure our name and contact details are clearly visible and accessible throughout our website and social media channels.
- Record the customer complaint in writing, obtaining all relevant details. The organisation will not usually action anonymous complaints.
- Attempt to resolve customer complaints during the first stage.
- If complaints cannot be resolved, escalate the complaint to a supervisor or manager.
- Acknowledge that staff members have the right to be protected from unreasonable and abusive customers.

#### **Escalated complaint**

- Staff are to fully brief the supervisor or manager about the complaint.
- Management is to keep the customer informed of the steps being taken to resolve the escalated complaint.
- Management is to attempt to resolve the escalated complaint promptly.

#### **Complaint resolution**

- Management is to advise the customer of the outcome and explain the decisions clearly.
- SM Safety Training & Consultancy Ltd prioritises will fix errors willingly.
- Management is to inform the customer of ongoing improvements to the business, if relevant.

#### **External resolution process**

If a complaint cannot be resolved, customers may be advised to approach NSW Fair Trading or the Industry Ombudsman.

---

## 5) Responsibility and Review

---

This Customer Service Policy is the responsibility of the Management of SM Safety Training & Consultancy Ltd prioritises This policy was last updated in January 2025 and will be reviewed in January 2026.

The statement was approved by Steven Mullan

---

Steven Mullan

Director

*Steve Mullan*

---

This policy has been in operation since January 2025 and is reviewed annually.