



CUSTOMER SERVICE POLICY

• The purpose of this policy

- We aim to provide our customers with a very high level of customer service. This policy sets out our commitment to you and what to expect when you do business with us, and how to complain if we don't meet these standards.
- We also have expectations of how you will treat other customers and our staff, outlined in our policy.
- These standards will be measured and reviewed annually, using both customer and staff feedback.

• Underlying values

- Our management style and customer interaction will reflect the philosophy of Oceanic Waterbabies *Awareness Harmony Happiness*. Read more about us on our website www.waterbabies.com.au

• Communication

- We are contactable during opening hours Monday-Friday 10am –3pm. Closed Public Holidays.
- Our service will be prompt, friendly and professional.
- We will acknowledge customer emails within 2 working days.
- We will respond by telephone or in writing to customer enquiries within 2 working days.
- Current information and prices for services are available through our office.
- The T & C for our services will be written in clear language and available through administration and website.

• Safety

- Staff will hold qualifications appropriate to their area of employment.
- All staff who work with children will undergo *Working With Children Check*.

• Privacy

- Customer's privacy will be protected in accordance with the National Privacy Act Principles.
- We do not give or sell your personal information to other organisations except where required by law.

• Facilities

- The venues will be in a clean and hygienic condition and facilities will be well maintained.
- We aim to organise necessary repairs and/or maintenance as quickly as possible to minimise any down time.

• Aquatic Education

- Our programs and services will be safe and developmentally appropriate for all who participate.
- Lessons will be provided for families with babies aged 10 weeks to 9 months when joining the program and a learning continuum will be provided for children to the age of 5 years.
- Trial swims with a view to joining the program will be available for parents with children aged up to 4 years who have previous swimming experience and current submersion skills.
- Major components of the program are water familiarization, progressive swimming skills, water safety and play.

• Swimming Pools

- We will comply with the Health Department guidelines for Safe Pool Operations.
- Independent water quality tests by the Health department will be performed regularly.
- We will aim to maintain our pool temperatures at 33-34 C.

- **Help us to help you**

We are committed to staff and customer well-being & safety, therefore ask our customers to:

- Treat staff and other customers with courtesy and respect. Abusive behavior will not be tolerated.
- Let us know if there is a problem and work with us to solve problems.
- Comply with staff directions, venue rules and policies.
- Be honest and accurate in your dealings with us.
- Read the terms and conditions of your enrolment.
- Let us know if you do not understand any information we give you.

- **Oceanic Waterbabies Complaint Handling Procedure**

We aim for our customers to have positive experiences when they contact our organisation and we pride ourselves on the very high level of customer retention that we have achieved over the last 26 years.

Our commitment to our customers is to;

- Provide continuous effective staff training.
- Be clear, open and honest about the services that we offer so that customers know what they can expect when doing business with us.
- Keep track of and analyse complaints so we can prevent problems re-occurring.
- Respond to complaints in a fair, open and honest manner.
- Regularly measure the customer service that we are providing.

If you are not happy with the service you have received, we DO want you to let us know. The sooner we find out that something is wrong, the sooner we can attend to it. We aim to resolve most issues at the point of contact and provide our staff with training to enable them to do so.

1. If you have a complaint, we suggest that you:

- Speak directly to your teacher if it is related to your swimming learning experience. There are individual *teachers message books* at each venue to leave your contact details for your teacher to call you.
- Speak to our friendly office staff to see if we can resolve the problem for you quickly:

In person or in writing: Oceanic Waterbabies, 1 Darlot Avenue Success WA 6164

By telephone: (08) 9498 7700

By email: admin@waterbabies.com.au

2. If our staff member is not able to resolve the issue immediately,

- You will be contacted within two working days if further consultation with relevant staff is required *or* you will be referred to a supervisor.
- If not immediately available, they will contact you within two working days by email / telephone to acknowledge your complaint.
- If this is not possible, we will advise you of a timeframe you will be contacted in.

Complaints, feedback, suggestions and compliments are welcome and provide important information to help us to continually improve the services that we offer.

Thank you.