Our Customer Service Commitments

FOREWORD

As a service organisation, Juggle House Experiences is committed to providing quality services to its customers. We have introduced a number of initiatives to provide the best possible service to our customers.

This document explains the key initiatives so that you, our customers, know:

- what to expect from us in the way of services;
  and
- what to do if you are not satisfied with some aspect of our service.

For your information included in this Customer Service Procedures Manual is:

- our Complaints Handling Process;
- our Standards for Service and Performance to Customers.

While we take pride in these initiatives and in the standard of our services, we recognise that there will always be room for improvement. You, as our customers, are best placed to suggest where these improvements can be made. We encourage you to take the time to let us know your concerns and suggestions.

You can contact Juggle House Experiences by using any of the following means:

- personally
- by telephone on 0488 697 308
- by letter addressed to Juggle House Experiences, 18 Walding Road, Zadows Landing SA 5254
- via e-mail jugglehouse@outlook.com
- via our website at www.jugglehouse.com.au

We undertake to act on your concerns and suggestions and to endeavour to provide the best service possible to our customers.

Kelly Kuhn
DIRECTOR

USING THE UNDERTAKING

Juggle House Experiences is committed to ensuring that you receive quality service, quickly and courteously. We know that you – our customer – can monitor our performance, provide feedback on how we measure up and make sure we deliver on our undertakings.

We undertake to comply with the following principles of good service:

ACCESSIBILITY

1. Juggle House Experiences can be contacted at:

   7 days, 8am - 8pm, 18 Walding Road, Zadows Landing

   Telephone 0488 697 308

   You can contact Juggle House Experiences:
   - personally
   - by telephone
   - by letter addressed to Juggle House Experiences, 18 Walding Road, Zadows Landing SA 5254
   - via e-mail jugglehouse@outlook.com
   - via our website at www.jugglehouse.com.au

This Procedures Manual explains standards for service and performance to customers.

SERVICE STANDARDS & GUARANTEES

2. Juggle House Experiences has established standards for responsiveness and the provision of information as well as for specific services.

   Each undertaking for a specific service clearly describes:
   - The service we will provide;
   - How these services will be provided;
   - The standards which you can expect;
   - How you will be able to tell if we are achieving the standards;
   - The rights and obligations you may have as a customer of these services; and
   - How concerns and complaints will be handled.

CONSULTATION, ACCOUNTABILITY & AUDIT

3. We will provide opportunities for you to comment and make suggestions on our services and we welcome such feedback.

4. Our service standards are available on request.

5. We will use a range of consultative mechanisms to monitor our services and to ensure that the standards remain relevant. Customer surveys may be undertaken for service areas. We may also use focus groups, contacts with community organisations and advisory groups to obtain customer input and feedback.

6. This undertaking commenced in August 2018 and will be reviewed annually.

FEES AND CHARGES

7. Fees and charges apply to a number of Juggle House Experiences services. Customers are encouraged to contact us to ascertain what, if any, fees and charges may apply and the payment arrangements available.

REDRESS

8. Where you believe that Juggle House Experiences has **not** met one of the Undertakings set out in this document you are encouraged to:

   (a) contact the responsible tour host in the first instance; and if not satisfied with the outcome;

   (b) contact the Director.

   Whilst a complaint may be initially lodged at any level, it can be dealt with more quickly if it is lodged with the office nearest the source of the complaint in the first instance.

CUSTOMER RELATIONS – GENERAL SERVICE COMMITMENTS

Customers contact Juggle House Experiences for a wide variety of issues ranging from enquiries and requests for information or advice, to the provision of direct tour hosting services

(1) In general staff will:

- Act in a professional manner and be courteous and respectful.
- Deal with enquiries promptly, making every effort to comply with stated timelines, or explain the reason for any delay.
- Accept the customer's right to complain and ensure an appropriate investigation and considered response.
- Carefully identify and confirm your needs.
- Only make promises that will be met.
- Welcome your comments and feedback as an opportunity for improvement.
- Arrive on time for meetings and appointments.

(2) When customers telephone Juggle House Experiences we will:

- Answer telephone enquiries promptly and courteously.
- Endeavour to answer telephone calls within 5 rings, or direct to voicemail where you as the customer have the opportunity to leave a detailed voice message.
- When answering a call staff will identify Juggle House Experiences and their first name.
- Have employees take responsibility for putting telephone and in-person customers in direct contact with the appropriate staff member.

- Return phone calls immediately where possible, but not exceeding 2 business days.
- Always end our conversation in a polite way.

(3) When customers utilise our services we will:
(How our staff greets customers on behalf of the organisation)

- Acknowledge people if there is a queue.
- Give a courteous welcome and offer assistance.
- Listen carefully to their needs by asking questions, taking notes and confirming details.
- If follow up action is promised, ensure appropriate action or referral is provided in a timely manner.

(4) When dealing with customers face to face we will:

- Introduce ourselves.
- Attend to customers promptly, keep to appointment times, or notify any potential for delay.
- Conduct our contact courteously and respectfully.

(5) Handling difficult situations or abusive customers:
("Abusive behaviour" is displayed when customers shout, display extreme bullying behaviour, use abusive or obscene language or make a personal threat or threat to other Juggle House Experiences personnel.)

- Staff are not expected to tolerate abusive behaviour.
- The staff member involved will immediately advise his or her supervisor of the action taken, and record the incident in writing.
- Any complaint or threat concerning another staff member will be referred immediately either to that person's immediate supervisor and/or Human Resources.

ORGANISATION CORRESPONDENCE

We aim to make contact with Juggle House Experiences a positive experience, through seeking to provide information quickly, courteously and in a clearly understandable manner.

(1) General correspondence

- All correspondence will be recorded in Juggle House Experiences' database.
- We will respond to correspondence by letter or by making personal contact with the sender within 5 working days with a substantive reply or an interim reply detailing when a substantive reply can be expected.
- All letters will be produced following the corporate style and will contain a reference to the contact tour host and a contact telephone number.
- The name and position of the signatory will appear at the end of each letter.

- Respond to media enquiries within 4 hours or as agreed with the media.

All media liaison in first instance should be directed to the Director.

- Provide information to the community about Juggle House Experiences.
- Treat all our customers (internal and external) in the same manner – with quality customer service.

(2) Email correspondence

- An email will be responded to within 5 working days with a substantive reply or an interim reply detailing when a substantive reply can be expected.

COMPLAINT AND COMPLIMENT HANDLING

Juggle House Experiences acknowledges the individual's right to make a complaint if it is considered Juggle House Experiences has been remiss in its service provision or actions.

(1) General complaints

- If a customer has a complaint about the service we have provided we will ensure an appropriate investigation and considered response.
- We will acknowledge a complaint within 5 working days and try to resolve complaints within 20 working days.
- If we have made a mistake the customer will receive a written apology and advice concerning actions to be taken.
- Juggle House Experiences will keep a general record of complaints received and action taken, with due regard to protecting the privacy of customer and staff.
- Complainants will be advised of the outcome and thanked for bringing the matter to the attention of Juggle House Experiences.
- It is Juggle House Experiences' preference that complaints be in writing, anonymous complaints are not supported.

(2) Complaints concerning employees of Juggle House Experiences

- The rights of both the customer and the staff member will be observed.
- Complaints concerning a particular individual's attitude or actions will be referred to the Director for attention. Secondly, the individual will be advised of the details of the complaint received and be requested to respond to the complaint.
- The Director will take into account the response received and advise the complainant and employee of the outcome.
- Full details concerning the complaint, investigation and action taken may be kept in the employee's personal files.

(3) Compliments received

- Compliments received will be referred to the Director and any staff member involved.
- A copy of a letter of compliment may be kept in the employee's personal files.