



YMCA South Australia



CUSTOMER SERVICE CHARTER

Our Customer Service Charter demonstrates **our commitment to you**, our Customer, to provide **exceptional customer service** by making each and every visit and experience an enjoyable one. The Charter details the level of service you should expect to receive from us, and what to do if your expectations are not met.

CUSTOMER SERVICE PRINCIPLES

1 We deliver consistent customer service with integrity, accountability and common sense

3 We continually seek process improvement and the use of technology to improve our service

2 We strive to exceed customer expectations by encouraging and empowering our staff to take ownership and deliver positive outcomes

4 We proactively engage our customers for feedback, and use this information to inform and measure future initiatives and improvements

SUBMITTING FEEDBACK

Suggestion, problem, issue, concern or compliment, we would like to hear about it – it's how we learn how to improve our service delivery and programming.

When appropriate and possible, we strive to resolve any expressions of dissatisfaction at the first contact and without escalation. Feedback received in writing is formally recorded, tracked and reported.

VERBAL (IN PERSON & TELEPHONE)

We aim to acknowledge and resolve all verbal enquiries and feedback immediately and without escalation. If we are unable to provide a resolution, we will inform you of the next steps which may include follow-up communication, escalation to a senior staff member and an estimated timeline. Please note, we suggest formal feedback be submitted in writing, preferably through a feedback form.

FEEDBACK FORM

You can submit a feedback form online via our website, or in-person at Customer Service. If requested on the Feedback Form, you will receive acknowledgement of your feedback within two (2) business days, with a resolution/response provided within seven (7) business days.

EMAIL / WRITING

We will acknowledge your feedback within two (2) business days of receipt, with a resolution/response provided within seven (7) business days.

FEEDBACK ESCALATION

If you are not satisfied with the response and resolution provided at centre level, you have the right to escalate your concern to the YMCA South Australia Head Office.

IMPROVING OUR PERFORMANCE

Your feedback is critical to the delivery of quality service and programs. That's why we proactively send out surveys for your feedback and to gauge customer satisfaction. These quick and unobtrusive surveys provide a prompt for you to let us know how we're doing and what we can do to improve. Data is collected daily, enabling us to measure, track, respond to, and report to a variety of stakeholders customer satisfaction levels at any point in time.

Contact Your Centre

Please submit all feedback direct to the Centre in which the program or service was delivered.

The easiest way to do this is to visit the Centre's website and complete a feedback form. Alternatively, drop in and ask to complete a feedback form.

YMCA South Australia

If you are not satisfied with the initial response received from the Centre, please contact Head Office:

10/44 Waymouth Street, Adelaide, SA 5000

T: 08 8200 2500

E: southaustralia@ymca.org.au

www.sa.ymca.org.au

At the YMCA,
our customers
are our priority