

## CUSTOMER SERVICE POLICY

Tempnet Personnel Placement Pty Ltd is committed to continually improving service excellence and customer satisfaction. Clients expect to receive friendly and professional care.

Exceptional customer service involves understanding the product or services being sold, going beyond customers' expectations, fulfilling explicit and implied promises to customers, showing respect and interacting with customers outside the parameters of business transactions.

Exceptional customer service also involves developing real relationships with the customers and listening to their concerns and desires.

We aim to create an environment where the client knows that their satisfaction is the most important thing to us.

Our service to clients, employers, jobseekers and the general community reflects our vision and our mission statement.

Tempnet demonstrates its commitment to exceptional customer service and satisfaction through its dedication to full compliance with the RCSA – SDS: 2010 Service Delivery Standard and also the RCSA Code for Professional Conduct.

### To meet high quality service standards we will:

- ✓ be polite, friendly and welcoming when we communicate - in person, when emailing, when writing, when texting, by speaking on the telephone, in sending a fax or any other forms of communication.
- ✓ respect differences in values, cultures, beliefs and ages, and include our awareness of diversity into our daily practice.
- ✓ respect the dignity of all and show empathy and consideration in our daily practice.
- ✓ listen and respond in an attentive way to clients, employers and jobseeker enquiries.
- ✓ protect all private and confidential information in accordance with the RCSA Code of Conduct and our Privacy Policy.
- ✓ acknowledge employers, clients, employees and jobseekers by name.
- ✓ introduce ourselves by Company and name.
- ✓ dress appropriately according to the organisation's dress code.
- ✓ maintain a clean and safe environment for clients, employees, co-workers, jobseekers and visitors to our office.
- ✓ respond to any complaint within 1 hour with the aim to resolving any issues raised within 24 hours.

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Managing Director  
Penelope McConaghy  
31<sup>st</sup> October 2016