



Client Service Policy

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1) *Purpose*

This policy aims to help us provide our clients with the highest standards of service. The Policy will also help staff respond to Clients while promoting a high level of customer service and community focus.

2) *Policy Statement*

We are committed to providing exceptional client service and set clear standards for Client care.

We will comply with all legislation, standards, statutory and other obligations, client policies and best practice, where required, reasonably possible and relevant to our activities and the jurisdictions in which we operate.

3) *Scope*

This policy sets out the Client Service policy of Upside of Counselling. It covers activities undertaken by the company throughout all operations worldwide. It deals with expected standards of service when responding to Clients in person, via telephone, email, facsimile, web chat, social media or written correspondence. This policy does not set service standards for internal interactions.

This document will be reviewed for continued suitability, will be communicated within the UoC, if appropriate, made available to interested parties. The review interval for this document is two years.

4) *Principles*

We work within a set of principles that benefit our clients, partners and staff. We, value collaboration; embrace challenges and innovation; create cutting-edge solutions; and working smarter. We communicate openly with our Clients, are responsive to their needs and create new relationships as our company grows. We support the role of leadership, collaborate within and across our teams, build effective partnerships with colleagues and our community to achieve our goals. We deliver on promises, act ethically, take responsibility for our actions and speak up respectfully. Integrity is the foundation on which our business is based.

5) *Definitions*

Terms specific to this Policy. Where possible, use words from the Master Glossary of terms that apply to this policy.

Term	Definition
Client	Our Clients are people we serve or interact with on a day to day basis in counselling and consulting practices.



Client request	A Client request is a request for service, action or information received in person, via telephone, email, fax, web chat, social media or written correspondence.
Service request	A Service Request is a term used to identify Client requests that are logged in UoC's Client Relationship Management System (CRM). Service Requests are registered into the CRM system to help manage and action Client requests.

6) *Related policies*

Organisational documents that this policy relates to including:

- Returns policy
- Delivery Policy

7) *Procedures*

The below procedures outline how the policy's requirements will be met.

Client Requests will be handled in the following way:
• Acknowledge Request
• Respond to Request
• Inform Client of the progress of the Request
• Inform Client on completion/result of the Request

Standards of service:
• Resolve 85% of your enquiries at the first point of contact
• When you visit us, we will respond to 80% of your queries within 5 minutes
• Respond to Social Media enquiries within 48 hours. We will strive to provide responses at the time or provide advice on how to officially lodge your questions with Client service.
• When you write, fax or email us, we will acknowledge your correspondence within 10 business days of receipt and advise you of completion in 20 business day.
• Deal with complaints as a priority, where the issue is complex; it may take up to 21 business



days to resolve. Further details of our complaints policy are available on our website.

8) *Related Legislation*

Competition and Consumer Act 2010.

9) *Responsibilities*

Responsible Party:	Upside of Counselling
Responsibilities:	Deliver on promises, act ethically, take responsibility for our actions and speak up respectfully. Integrity is the foundation on which our business is based.

Responsible Party:	
Responsibilities:	

10) *Enforcement*

There is a prescribed set of consequences for those within policy scope who are found in violation of the policy. The *types* and *frequency* of noncompliance will determine the result that may occur.

11) *Related Information*

Resource	Link
UoC or BOR Policy Federal or State Law Regulation or Standard	
Federal Regulation	Competition and Consumer Act 2010 https://www.accc.gov.au/about-us/australian-competition-consumer-



[commission/compliance-enforcement-policy-priorities](#)

12) Approvals

Date of approval:

Date of review:

Signature of CEO:

13) Policy History

Revision Date	Author	Description
15/08/2018	Office, Department/Unit	Creation of policy.
XX-XX-XXXX	Office, Department/Unit	