



Customer Service Policy

Purpose

This Customer Service Policy formalises the West Sydney Wolves Sports Association's staff and Management's commitment to providing the best possible service to our members, customers and visitors.

The aim of our Customer Service Policy is to:

- Make transactions easier for members, customers and visitors
- Provide members, customers and visitor with a consistent level of care and attention
- Provide clear written guidelines to staff expectations
- Help achieve the vision, goal and mission of the West Sydney Wolves Sports Association

Framework

The West Sydney Wolves Sports Association prioritises the effective service of members, customers and visitors and the respectful handling of customer complaints and commits to the following principles and practices in customer service.

We will:

- Speak respectfully to members, customers and visitors at all times
- Listen carefully and allow members, customers and visitors time to explain the circumstances in full
- Convey a sound knowledge of the business, including its goods, services and guidelines.
- Respect customer privacy and confidentiality in accordance with the Privacy Act 1988 and the Australian Privacy Principles
- Always communicate factually, honestly and accurately to our members, customers and visitors whether in writing, verbally or face- to face.
- Keep information about goods and services up to date and publicly available.
- Provide a clear explanation of our dispute resolution process.

Policy review date - June 2023