



POLICY NUMBER: SLPOL005:3

POLICY TITLE: CUSTOMER &amp; CLIENT SERVICE

Supersedes: SLPOL005:2

Release Date: September 2019

Review Date: September 2021

## 1.0 PURPOSE AND SCOPE

The purpose of this Policy is to define the requirements and expectations of Skillset Limited (Skillset), in relation to customer and client service.

This Policy applies to all areas of the Company and its employees.

## 2.0 POLICY

Skillset is committed to providing our customers / clients with high quality service which meets their reasonable expectations.

Skillset appreciate that our customer's needs are unique and varied. Our business will be conducted professionally and completed in an appropriate time frame and our customers / clients will be treated with honesty and integrity at all times.

All personnel within Skillset are responsible for the quality of their work. The Company provides training and has established systems to assist employees to achieve the standards required to meet customer expectations. While we endeavour to produce work and offer service that we can be proud of, we recognise that we may not always achieve our own standards. When a customer complains, we are committed to investigating the complaints and strive to do our best to put to right all justified complaints.

Skillset is committed to providing the best customer service possible. This is achieved through:

- Providing our clients with a high standard of service and endeavouring to improve client services and service delivery through monitoring and reviewing our customer service processes regularly.
- We will listen to our customers and aim to provide the services that they actually want. We will not assume that we know what they want; we will endeavour to find out and listen to the facts.
- We will work consistently within appropriate legislation and / or policy and procedural guidelines.
- Responding to and acknowledging customer / client feedback. Answers to any enquiry or customer / client complaint will be addressed appropriately and as quickly as possible.
- Providing ongoing training and development to our employees, to ensure they can meet customer expectations at all times.

In the interest of customers / clients and our staff, Skillset reserves the right to limit the use of our employees and resources on false or unreasonable demands.

Authorised by: Craig Randazzo

Position: CEO

Date: September 2019