



AISSA Customer Service Standards

It is the aim of the AISSA to provide consistently exemplary service to our member schools, other key stakeholders and organisations and members of the public that we interact with.

Across all levels of the organisation our staff aim to be accessible, provide accurate and meaningful information and accept and respond to your feedback.

The following detail the standards we have set for ourselves and the targets against which we will measure our performance:

When you communicate with us:

- We listen and are responsive to your needs
- We provide accurate advice, escalating your enquiry through more senior or specialist channels if required
- We use plain English and eliminate jargon, acronyms and abbreviations
- We follow through on the commitments we make
- We respect confidentiality and use discretion where appropriate
- We show respect, empathy and sensitivity to diversity

If you visit our office in person:

- We provide a warm and professional greeting, prompt service and positive body language
- We take action to meet your needs as a priority

If you contact us by telephone:

- We answer calls promptly
- We provide a warm and professional greeting and ask questions to identify the nature of the enquiry and direct your call
- We respond to enquiries left as messages and return calls within 1 business day
- If this is not possible due to the nature of your enquiry, we inform you of the estimated time it will take to respond to your enquiry and will keep you informed of the progress throughout

If you email, write or fax us:

- We respond within 5 business days

- If this is not possible due to the nature of your enquiry, we inform you of the estimated time it will take to answer or acknowledge and will keep you informed of the progress throughout

If you visit our Website:

- We present information that is clear, current and relevant.

If you interact with us via social media:

- We engage thoughtfully and respectfully
- We provide information that is topical and relevant

Feedback and Complaints:

We take our commitment to high quality service seriously and welcome your feedback or suggestions about these standards or any other aspect of our organisation. You can send your feedback to office@ais.sa.edu.au.

If you have experienced service that has caused concern and you would like to pursue a resolution please see our [Grievance Policy](#) for more information.

Association of Independent Schools of SA
Policies and Procedures

Alteration Permissions: Carolyn Grantskalns
Chief Executive

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