



Customer Service Standards Policy

Purpose

Sheforce is committed to delivering exceptional customer service to all stakeholders, including Host Employers, on-hired Apprentices, Trainees, and other stakeholders such as Government, RTO partners, TAFE's, parents, and third parties. This Customer Service Standards Policy outlines our approach to ensuring that all interactions and engagements are conducted with professionalism, responsiveness, and a focus on meeting the needs and expectations of our valued stakeholders.

Guiding Principles

- a) **Excellence:** Sheforce strives for excellence in all aspects of customer service, aiming to exceed stakeholders' expectations and provide them with a positive and memorable experience.
- b) **Respect:** We treat all stakeholders with respect, courtesy, and empathy, recognizing their individual needs and maintaining open and constructive communication.
- c) **Transparency:** Sheforce is committed to being transparent in our communication and actions, providing accurate and timely information to stakeholders.
- d) **Responsiveness:** We prioritize timely responses to inquiries, feedback, and requests, ensuring that stakeholders' needs are addressed promptly and efficiently.

Communication Channels

Sheforce provides multiple communication channels to accommodate the preferences of different stakeholders, including:

- a) **Phone:** Our team is available via phone during business hours to assist with inquiries and provide support.
- b) **Email:** Stakeholders can reach out to us via email, and we commit to responding to emails within a reasonable timeframe.
- c) **Website:** Our website provides convenient access to resources, information, and support.
- d) **In-Person Meetings:** Face-to-face meetings can be arranged for more complex discussions or matters requiring detailed attention.

Stakeholder Support and Assistance

- a) **Host Employers:** Sheforce ensures that Host Employers receive personalized support and guidance throughout the onboarding process, including clear communication on their roles and responsibilities regarding on-hired apprentices and trainees.
- b) **On-Hired Apprentices and Trainees:** We provide comprehensive support and mentoring to on-hired apprentices and trainees to ensure their successful integration into the workforce.
- c) **Government and Stakeholder Networks:** Sheforce actively engages with Government bodies and stakeholder networks to foster collaboration and exchange information to improve the overall experience for all parties involved.

Feedback and Complaint Handling

- a) **Feedback Mechanism:** Sheforce welcomes feedback from all stakeholders and provides an accessible mechanism for submitting feedback, suggestions, and comments.
- b) **Complaint Handling:** We take complaints seriously and have a well-defined process for handling complaints in a fair, confidential, and timely manner. We strive to address and resolve complaints to the satisfaction of the stakeholder involved.

Continuous Improvement

Sheforce is dedicated to continuous improvement in our customer service standards. Regular reviews, surveys, and feedback analysis help us identify areas for enhancement and ensure that our services consistently meet the evolving needs of our stakeholders.

Conclusion

The Sheforce Customer Service Standards Policy underpins our commitment to delivering exceptional service to all stakeholders. By adhering to these principles and maintaining open and responsive communication, we aim to build strong and enduring relationships with our valued Host Employers, on-hired apprentices, trainees, Government, RTO partners, TAFES, parents, and third parties.

Review

This policy and procedures will be reviewed when relevant legislative changes are evidence or changes to the policy are deemed necessary.