

# HILLS BASKETBALL ASSOCIATION LTD

PO Box 6426, Baulkham Hills BC, NSW, 2153

Phone: 02 9894-8944

Email: [info@hillshornets.com.au](mailto:info@hillshornets.com.au)

Website: [www.hillshornets.com.au](http://www.hillshornets.com.au)

ABN 26 667 459 814

Organisation:	<b>Hills Basketball Association Ltd</b>
Policy Name:	<b>Customer Service Policy</b>
Effective Date:	01/07/2024
Approved by:	CEO
Reviewed:	Annually

## 1. Philosophy Statement

Hills Basketball Association (HBA) is committed to delivering high-quality, professional, and courteous service to all customers. We value every interaction as an opportunity to enhance our community's experience and reinforce our reputation for integrity, fairness, and excellence.

## 2. Purpose

This policy outlines HBA's approach to providing consistent, respectful, and timely customer service across all areas of the organisation. It defines expected behaviours and procedures when interacting with internal and external customers, and establishes principles for managing difficult or complex situations.

## 3. Scope

This policy applies to all HBA staff, contractors, volunteers, and members of the Board or Sub-Committees who engage with customers either directly or indirectly.

## 4. Definitions

- **Customer:** Any person or group engaging with HBA, including players, families, officials, schools, venue visitors, and staff.
- **Internal Customer:** Any HBA department or staff member receiving services from another within the organisation.
- **Customer Service:** Any communication or transaction involving assistance, support, information, or feedback.

## 5. Service Commitment

All HBA representatives will:

- Treat customers with respect, courtesy, and professionalism.
- Listen actively and respond appropriately.
- Provide accurate, timely, and relevant information.
- Act with integrity and honesty.
- Follow through on commitments and provide updates where required.
- Represent HBA in a positive and ethical manner.

## 6. Modes of Service Delivery

### 6.1 Telephone

- Answer calls promptly, identify yourself, and speak clearly.
- Respond to voicemails within one (1) business day.

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- Minimise hold times and return redirected calls promptly.
- Update voicemail messages when unavailable for extended periods.

### 6.2 Written (Email or Letter)

- Acknowledge all correspondence within two (2) business days.
- Use professional, clear, and respectful language.
- Include the staff member's name and contact details in all responses.

### 6.3 Face-to-Face

- Greet customers professionally and offer assistance promptly.
- Attend to walk-ins efficiently during business hours.
- Maintain a calm, courteous, and patient approach, even under pressure.
- Ensure appropriate staff are available for scheduled meetings or appointments.

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## 7. Service Standards

HBA staff and volunteers are expected to:

- Demonstrate patience, empathy, and attentiveness.
- Understand and respect cultural, linguistic, and accessibility needs.
- Provide equitable service to all members of the community.
- Make decisions transparently, fairly, and in line with HBA policies.
- Uphold legal obligations and HBA's Code of Conduct at all times.

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## 8. Managing Difficult, Rude, or Aggressive Behaviour

While we strive to resolve all concerns respectfully, there may be occasions where customer conduct becomes unreasonable. In such cases:

- Staff may end a phone call or conversation if behaviour is abusive, threatening, or aggressive after issuing a clear warning.
- Incidents must be documented and escalated to a Manager or the CEO.
- The CEO may determine to limit or cease contact with a customer, including:
  - Restricting communication to writing only;
  - Nominating a single contact person;
  - Refusing further contact on a specific matter.

Where such actions are taken, the customer will be informed in writing, with reasons provided and the opportunity to respond. The Board will be notified accordingly.

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## 9. Anonymous Requests

Anonymous requests will only be investigated where:

- The matter raises a serious concern, or
  - There is a potential risk to public safety, and
  - There is sufficient detail to support further action.
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### 10. Confidentiality & Privacy

All customer interactions must comply with HBA's **Privacy Policy**. Personal information will be handled securely and only used for legitimate operational purposes or as required by law.

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### 11. Online Payments

HBA utilises secure platforms (e.g., eWAY) for online transactions. All customer data is protected through industry-standard encryption protocols. No credit card information is stored by HBA.

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### 12. Recordkeeping

Staff must maintain accurate records of customer interactions, decisions, and actions. Where customer access is restricted due to behaviour, formal documentation and notification to the Board are required.

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### 13. Policy Review

This policy will be reviewed annually or as required to reflect changes in operational needs, legislation, or best practice.