



CUSTOMER SERVICE POLICY

POLICY STATEMENT

Our members and community are at the heart of Karratha Community House Inc. (KCH). Our mission is to connect families through play-based learning. Our vision is a connected community where all our children can learn and grow.

As we strive towards this vision, KCH is committed to:

- Excellent, personalised customer service;
- Building effective community partnerships;
- Providing high quality, safe, fun, play-based learning programs and events; and
- Monitoring and responding to community needs, where we can do so within our mission and resources.

OUR VALUES

Our community	<ul style="list-style-type: none">• We connect families and our community• We provide an exciting and fun learning environment
Our people	<ul style="list-style-type: none">• We work together, we listen, we show respect• We continue to learn and grow
Excellence	<ul style="list-style-type: none">• We provide quality play-based programs• We build confidence in our children
Sustainability	<ul style="list-style-type: none">• We make decisions that ensure our enduring contribution to our community• We look after each other and keep our children safe and secure

CONNECTING WITH KCH

KCH will assist members with friendly, professional and efficient service.

KCH staff will take ownership and will aim to resolve queries at the first point of contact.

KCH is sensitive to the needs of the community, supporting wherever possible accessibility to members of the community with special physical, cognitive, emotional, personal or cultural needs.

Document number	CL14	Version	1
Reviewed by	Elise Gore	Review Date	13/06/2022
Responsible person	KCH Chairperson	Scheduled review date	13/06/2022



HOW TO PROVIDE FEEDBACK

KCH welcomes feedback and suggestions from our members, as part of our journey of continuous improvement on service delivery.

Should members wish to make a formal complaint, please refer to our *External Complaints Procedure (Client)* which is available on the KCH website.

Document number	CL14	LOW RISK: Review every 3 years	Responsible Person	KCH Chairperson	
Version	Reviewed by	Changes Made	Review Date	Approved By	Next Review Date
1.0	Elise Gore	Policy created.	13/06/2022	KCH Board	13/06/2025

Document number	CL14	Version	1
Reviewed by	Elise Gore	Review Date	13/06/2022
Responsible person	KCH Chairperson	Scheduled review date	13/06/2022