



# Customer Service Charter

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-  (03) 6107 9206
-  [www.hobartpcyc.org.au](http://www.hobartpcyc.org.au)

# HOBART PCYC CUSTOMER SERVICE CHARTER

## What you can expect from us:

The Hobart Police and Community Youth Club Inc (Hobart PCYC) adopted this Customer Service Charter in February 2017 and it is updated from time to time. The Charter sets out the quality of service delivery required by all staff and the responsibilities of facility users to assist in achieving those outcomes.

The Charter provides clear direction for all staff on the values, behaviours, policy context and community expectations that impact on their role.

Hobart PCYC staff will demonstrate the following values when delivering our services:

**Collaboration** – we will talk and listen to others

**Accountability** – we will own our decisions and be responsible for our actions

**Respect** – we will respect ourselves and others in the Club

**Integrity** – we will do what we say we will do

## Exemplary Customer Service

Our staff will be friendly, helpful and will treat you with respect and care. Your needs and concerns will be listened to and valued. Staff will provide efficient and productive administration and program delivery that provides excellent customer care that is responsive, accessible and inclusive. Hobart PCYC will address customer concerns through a fair and open process as outlined in our Member Protection and Grievance policies.

All Hobart PCYC staff shall abide by our Code of Conduct, Employee Handbook, Member Protection Policy and all applicable policies to ensure a high level of professionalism at all times.

## Protection of your Personal Information

Our Privacy Policy explains how we protect you. We will not provide your personal information to others outside the parameters of that policy without your written permission. Any feedback, comments, photographs or videos will not be shared without your permission.

## Our Facilities

We will promote an innovative, vibrant and thriving facility with infrastructure that is both well maintained and appropriately regulated. We will offer a variety of payment methods and our classes/programs will be well planned, fun, efficient, effective, safe and run on-time.

## Safety

We will provide a safe and efficient environment where all our staff are fully qualified, registered, insured and adhere to our risk management plans, policies and systems to guard your safety at all times.

## Everyone is Welcome

Our staff will listen to your goals and respond to your needs. Our qualified trainers/coaches will deliver programs to cater for all fitness levels and experience. The Hobart PCYC stands for equity and social inclusion and everyone will feel warmly welcomed.

## Continuous Review and Improvement

We will regularly review and improve our processes, programs and service. We will seek customer feedback, encourage active community engagement in decision-making and implement where appropriate.

## What we expect from you:

- Full disclosure of your health and injury history and inform us immediately if this should change.
- Provide feedback to support the achievement of your goals and ensure the ongoing quality of our programs and services.
- Ask us if you have a question and inform us immediately if you have a concern or problem.
- Read and comply with the Terms and Conditions of Use Agreement, Gym Rules and all applicable Hobart PCYC policies.
- Let us know if you do not understand any information we give/send you.
- Attend all your scheduled classes or contact the Reception Desk to discuss alternative options as soon as possible.
- Arrive at classes on time and ensure all children are safely delivered to and collected from classes/programs in accordance with Hobart PCYC policy.
- Please leave your pets at home.
- Do not bring bikes, rollerblades, skateboards or other unauthorised equipment into the facility.
- Treat Hobart PCYC staff, members, volunteers and visitors with respect; provide encouragement to all and have fun.

## Feedback:

Your feedback helps us to monitor and improve our service levels. All feedback is welcome and may be directed to Hobart PCYC through the following means:

- Phone** (03) 6107 9206  
**Website:** [www.hobartpcyc.org.au](http://www.hobartpcyc.org.au)  
**Email:** [enquiries@hobartpcyc.org.au](mailto:enquiries@hobartpcyc.org.au)  
**Post:** Feedback forms may be obtained and returned to Hobart PCYC, 300 Liverpool Street, Hobart, 7000  
**In Person:** Reception Desk, Hobart PCYC, 300 Liverpool Street, Hobart