

Client Service Standards Employee Commitment

Policy Statement

Providing our clients with the highest quality of client service is a matter of great importance to us at Breakthrough Autism. Breakthrough Autism shall ensure that our services and office facilities are accessible to all clients, and will strive to promote equality, dignity and respect for everyone. Treating clients fairly is at the heart of our business, and we aim to make sure that they can enjoy the highest possible standards of service at all times.

Intent

At Breakthrough Autism we will:

- Greet our clients in a friendly manner, and provide them with quality service each and every visit;
- Provide friendly and knowledgeable services;
- Treat our clients fairly, with respect and with dignity;
- Treat our clients with patience and understanding;
- Respect a client's privacy and handle confidential information in an appropriate way;
- Take responsibility and be accountable for the accuracy and quality of our work;
- Act with integrity at all times.

Policy

Within Breakthrough Autism, we will deliver our products and services in a consistent manner using the following procedures:

Published Service Standards

- We will publish a copy of our Client Services Policy on our website. A copy of the policy will also be provided to any client registered in a program with us.
- We will monitor our performance against these standards
- We will also review our Client Service Standards and values following ongoing feedback from clients, our stakeholders and our staff

Inform the Client

- Information about our products and services will be accessible, accurate, and up to date. This information will contain relevant contact details including a telephone number, office address and e-mail address.
- We will take steps to make sure the information we provide is clear and straightforward so that it is easily understood.
- We will only use client information in a lawful and fair manner to protect privacy

Service Accessibility

- We will take all required steps to make sure our services and facilities are accessible to everyone, including people with disabilities. Breakthrough Autism will comply with all applicable customer service accessibility legislation requirements.

Consulting with Clients

- We will seek the views of our clients regarding the delivery of our services, the quality of our service and the standards of service they expect from us. We welcome client comments or suggestions on how we can improve the quality of our service.
- If a client wishes to make a comment or has a suggestion on how we can improve the quality of service, please provide the client them to the CEO to make a comment or suggestion.

Polite and Helpful Staff

- Breakthrough Autism staff members shall be polite and helpful, act with integrity and discretion and treat clients with respect at all times.
- Breakthrough Autism staff shall be provided with appropriate client service training to help them deliver our products and services in an efficient and professional manner.

Complaints Procedure

If a client is unhappy with the quality of service received, they may make a complaint:

- o In person to the CEO
 - o By letter or e-mail, or
 - o By telephone to the CEO
- We will fully and fairly investigate the complaint and offer the client a full explanation of the circumstances and take appropriate action.
 - We will record and monitor complaints about the quality of service and try to address concerns. We want to learn from complaints so that we can improve the quality of service we provide.