

CODE OF SERVICE POLICY

What we will do for our customers

- Maintain a welcoming, clean and safe facility
- Be visible and engaged in the basketball community
- Provide up to date, reliable, comprehensive information in relation to all our policies, procedures and programs
- Maintain clear and concise up to date information through a user friendly website
- Employ helpful, well-trained and easily identifiable staff who are approachable, accessible and will treat all customers with respect, courtesy and in a culturally appropriate manner
- Have convenient hours of opening and clearly state availability to our staff on website and in the facility
- Demonstrate an understanding and be conscious of constraints and restrictions on resources of clubs and team representatives in our dealings with you
- Ensure appropriate communication channels are visible and understood
- Demonstrate flexibility to accommodate change and extenuating circumstances
- Respond to and resolve your requests promptly and accurately – meeting agreed timeframes
- Acknowledge your point of view and/or circumstances and take into consideration any special needs you may have
- Provide member clubs with training and information sessions at times and locations that fit the needs of volunteers
- Exercise privacy and duty of care, in accordance with the law when dealing with your information
- Seek feedback for improvement of Basketball ACT products and services
- Have a continuous focus on improvement – we won't always do things because it's what we have done in the past

How our customers can help us

As a community, we can work together to ensure the best possible service is provided. Everyone in our community can help us achieve this by:

- Engaging with us in accordance with our code of conduct
- Treating our staff with courtesy and respect
- Notifying us as soon as possible of any issues or potential problems
- Providing feedback through the appropriate channels
- Providing complete and accurate information in your dealings with us
- Being constructive and working with us to solve the problems you may have
- Accepting explanations and decisions of Basketball ACT staff when provided fairly with rationale and in accordance with the appropriate rules
- Celebrating wins and commiserating losses together
- Utilising BACT's website as your first source of information
- Being conscious and understanding of resources and constraints of Basketball ACT staff
- Respecting the hours of availability of staff and our Customer Service Officers
- Participating in the community and supporting all teams that represent the sport of Basketball in the ACT and the surrounding and greater Capital region