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# Customer Code of Conduct

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## Purpose

To set clear expectations for customer behaviour and ensure a respectful, safe, and professional environment for both staff and clients.

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## Scope

This policy applies to all customers interacting with Goodies TV & Communications, including in-person, by phone, online, or through written communication.

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## Policy Statement

Goodies TV & Communications is committed to providing quality service in a respectful and harassment-free environment. We expect all customers to engage courteously with our team. Abusive, threatening, or inappropriate conduct will not be tolerated and may result in restricted communication or service channels.

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## Key Components

### 1. Respectful Communication

- Customers must treat staff with respect at all times.
- Aggressive, threatening, offensive, or abusive language or tone is not acceptable.
- Disagreements should be raised calmly and constructively.

### 2. Inappropriate Conduct

The following behaviours are considered unacceptable:

- Verbal abuse, shouting, or swearing
- Threats, intimidation, or personal attacks
- Discriminatory, sexist, or racist remarks
- Repeated contact intended to harass or provoke

### 3. Service Limitations Due to Conduct

If a customer engages in inappropriate conduct, we reserve the right to:

- End phone calls immediately
- Limit communication to email or written form
- Refuse in-person interactions
- Nominate a specific representative to handle further contact

Warranty support and legal obligations will still be honoured, but may be provided through adjusted communication methods for staff safety.

### 4. Documentation and Reporting

All incidents of unacceptable behaviour will be recorded internally and, if necessary, referred to legal authorities. We take our responsibility to protect staff wellbeing seriously and may escalate repeated or serious incidents.

### 5. Right to Refuse Non-Essential Services

We reserve the right to decline non-essential or discretionary services where customer behaviour poses a risk to staff or business operations.

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### Review and Enforcement

This policy is reviewed regularly and enforced consistently. Breaches may result in adjusted service access, refusal of further non-warranty work, or legal action in serious cases.

#### Goodies TV & Communications

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**Next Reviewed:** 01/04/2026

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