

## **Customer Service Standards Procedure**

Approved By: CAO

Approval Date:

Effective Date:

Revision Date:

### **Procedure Statement**

To establish customer service standards for the Corporation of the Township of Douro-Dummer to ensure a consistent, standard practice that reflects the Township's commitment to customer service excellence and accessibility.

### **Scope:**

This procedure applies to all forms of customer service by Township employees to each other and the community and includes but is not limited to online, electronic, print and verbal communications.

### **Application:**

This policy applies to all forms of customer service by Township employees to the community, and appropriate conduct by customers requesting information, a service, filing a complaint or compliment, or providing feedback, and includes but is not limited to online, electronic, print and verbal communications.

### **References & Related Policies and Procedures:**

Building & By-law Enforcement Customer Service Policy P9

Customer Service Standards Procedure

Policy A23 – Township Complaint Policy

### **Consequences of Non-Compliance:**

It is important that all employees are in compliance with the appropriate procedures as set out by the Township. Failure to comply with this procedure may result in disciplinary actions as per the HR Handbook.

**Review Cycle:** This procedure will be reviewed on an as needed basis.

## **Procedures**

The following customer service standards shall be followed by Township employees and where applicable, shall be applied in accordance with the Township's accessibility and other related policies and procedures:

### **Telephone/voice mail**

- Answer calls within three rings when feasible
- Update voice mail with an informative message when needed
- Check voice mail daily, unless there is an extended absence notification
- Provide an alternate contact on voice mail. If alternate contact is a department line, ensure the voice mail has been updated
- Senior management voice mail should be directed to a live person
- Respond to high priority (related to non-emergency public safety) voice mail within one business day
- Respond to voice mail by end of next business day

### **Written correspondence (emails, letters, memos, faxes, etc.)**

- Respond to email by end of next business day whenever feasible
- Respond to high priority (related to non-emergency public safety) emails within one business day whenever feasible
- Ensure automatic or same business day acknowledgments for high volume areas or when unable to respond fully within the required amount of time.
- Provide a response time estimate based on the complexity of the inquiry and availability of staff. Total time should not exceed 15 business days
- Respond to faxes, letters and memos within 15 business days of receipt if required

### **In person**

- Attend to walk-in customers immediately
- Serve customers in the order in which they appear, except when a customer has a scheduled appointment

### **After-hours inquiries**

- All after-hours high priority or public safety issues should be directed to the Township's after-hours emergencies call handling service.
- To maintain work/life balance, respond to general inquiries received during non-business hours (evenings, Saturdays, Sundays, and statutory holidays) within two business days of the next business day.

**Response times**

- If unable to respond fully within the required amount of time, provide a response time estimate based on the complexity of the inquiry and availability of staff. Total time should not exceed 15 business days.

**Responsibilities**

Employees are responsible for:

Complying with this procedure and speaking to their supervisor when it is not possible.