

**Recommendation:**

That the Clerk's Office-2022-17 report, dated October 4, 2022 regarding a draft Customer Service Policy be received and that the Policy be added to the Township Policy Manual as A-30 – Customer Service Standard and Conduct Policy.

**Overview:**

Customer Service is integral to the work of the Township and forms the foundations of the relationships between the Township, residents and community stakeholders. As our Township has grown and the services that the Township provides have become more complex, discussions have been had regarding implementing a Customer Service Policy to formalize the internal standards that were already in place and to provide clear guidance to staff and the public on the expectations for service delivery.

The Policy that is attached as Draft Policy A-30 – Customer Service Standards and Customer Conduct Policy, sets out various goals that should be met in the delivery of service to residents and stakeholders. Some of those goals are: Accountability, Dedication, Honesty, Innovation and Teamwork.

This Policy also allows for the creation of specific procedures that can be created and implemented to carry of the Policy decision. For example, a Customer Service Standards Procedure is attached to this report which if Council choses to approve the Draft Policy could be put in place immediately to codify the procedures necessary to meet the policy direction set by Council.

**Conclusion:**

In reviewing the Service Delivery and Organizational Review, there was a lengthy discussion on the need for the Township to modernizer it's policies and to create a separation between Policies and Procedures. This Policy and it's accompanying Procedure reflect the recommendation presented in the Review. The Procedure document speaks to who is responsible, who the procedure applies to and direction on how it will be carried out.

**1.2.1 Develop a Policy Review Process.**

Develop a practice of governance oversight through the routine review of "key" policies (at a minimum once per council term) in order to instill Council's oversight role. Remove procedures from corporate policies. Develop a Policy Review Process. Transition existing policies to set guiding principles, accountabilities and direction as opposed to procedures.

**Financial Impact:** None

**Strategic Plan Applicability:** To ensure and enable an effective and efficient municipal administration.

### Report Approval Details

Document Title:	Draft Customer Service Policy A-30.docx
Attachments:	- Draft - A30 - Customer Service Standard and Conduct Policy.docx - Draft - A30a - Customer Service Standards Procedure.docx
Final Approval Date:	Sep 28, 2022

This report and all of its attachments were approved and signed as outlined below:

Elana Arthurs