

Customer Service Standards and Customer Conduct Policy

Approved By: Council

Approval Date:

Effective Date:

Revision Date:

Policy Statement

The Corporation of the Township of Douro-Dummer is committed to delivering excellent, impartial and accessible customer service.

Staff will provide the best customer service possible and are empowered to make decisions to ensure that each customer experience is meaningful, fair and respectful.

Equally, our customers are responsible for behaving in a respectful manner to promote an environment that can be shared by all. The success of the Township depends on our ability to work and perform functions in the most effective and efficient ways, balancing the needs of the individual with the overall needs of the community as a whole.

Purpose:

To ensure all communications follow the Township's customer service goals:

- Accountability – Customer service is everyone's responsibility
- Dedication – Our customers are the reason we are here. Go the extra mile to provide excellent service to our customers
- Honesty – Always fulfill your commitments. If you say you are going to do something, do it!
- Innovation – Strive to continuously improve service. Leave our customers feeling satisfied with the information, program or service they receive from the Township
- Respect – Treat customers with respect and build strong, lasting relations wherever possible
- Teamwork – Through teamwork and sharing of our knowledge and experience, we will achieve our commitment to customer service excellence

To establish procedures for:

- The Township's customer service standard ensure a consistent, standard practice that reflects the Township's commitment to customer service excellence

- Expectations for appropriate conduct by customers;
- Handling process for complaints and compliments about a Township employee, member of a Township committee or volunteers acting on behalf of the Township.

Application: This policy applies to all forms of customer service by municipal 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:

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 policy may result in disciplinary actions as per the HR Handbook.

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