

Recommendation:

That the Building Department-2023-03 report, dated March 7, 2023 regarding a draft Customer Service Policy be received and that the Policy and attached procedure be approved and added to the Township Policy Manual as P9 – Building Department - Customer Service Policy.

Overview:

Customer Service is fundamental to the work of the Township and forms the foundation of the relationships between the Township, residents, and community stakeholders. The Township presently has a general customer service policy, but the nature of the work of the Building Department necessitates the need for a stand-alone policy. Building Department staff are frequently out of the office and in the field completing their day-to-day tasks. This has a direct impact on the time required to complete a response on any given inquiry.

The Building Department recognizes the vital importance of Customer Service and its' role in day-to-day operations. The implementation of a Customer Service Policy, and the subsequent Procedure, will allow the Department to formalize the standards that are being practiced and allows for clear direction to Department staff and the public on the expectations for service delivery.

The Policy that is attached as Draft Policy P9 Building Department – Customer Service Policy, focuses on accountability, dedication, honesty, respect and teamwork to ensure all communications follow the Building Department's customer service goals. The Building Department's customer service standard ensures a consistent, standard practice that reflects the Building Department's commitment to customer service excellence.

This Policy allows for the creation of detailed procedures that can be created and implemented to carry out the Policy direction. A Customer Service Procedure is attached to this report, which if Council chooses to approve would be put in place immediately.

Conclusion:

A Customer Service Policy and Procedure specific to the Building Department is vital to outlining the responsibilities and expectations of staff to provide for effective, efficient and accessible customer service and build trust in the public eye. 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 Building Department 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.

Further, the Service Delivery and Organizational Review discussed providing a separation between Policies and their Procedures. This Policy and its complementary Procedure reflect this recommendation presented within the Review. The Procedure document speaks to who is responsible, who the procedure applies to and direction on how it will be carried out.

Financial Impact:

There is no financial impact related to this report.

Strategic Plan Applicability:

To ensure and enable an effective and efficient municipal administration.

Report Approval Details

Document Title:	Customer Service Policy and Procedure.docx
Attachments:	- Building Department Customer Service Policy - P9 - 02 28 23.pdf - Building Department Customer Service Procedure - P9A - Final Edit 28 02 23.pdf
Final Approval Date:	Feb 28, 2023

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

Elana Arthurs