

Municipality of North Middlesex Human Resources Policy Manual

Section:	Conduct and Discipline Policies
Subject:	Customer Service For Excellence Policy
Policy Number:	CDP.07
Version:	1
Review Frequency:	Annually
Approved by:	Council
Approval Date:	October, 2017
Application:	This policy applies to all employees of the Municipality of North Middlesex
Notes:	

Legislative Authority: *None*

Intent

The Municipality of North Middlesex is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, the Municipality of North Middlesex will strive to ensure that our services and facilities are provided in an accessible manner. This policy provides a Customer Service Charter which all employees are expected to follow.

Scope

This policy applies to all employees of the Municipality of North Middlesex.

Guidelines

The Customer Service Charter is all about how:

We CARE in North Middlesex

- **C** – Clear communication and culture of courtesy
- **A** – Accessible information and affordable programs
- **R** – Respectful request; respectful responses
- **E** – Embracing a safe and friendly environment

All employees of the Municipality of North Middlesex aim to:

- Communicate clearly and in a positive and helpful manner.
- Treat everyone in our municipality with courtesy, fairness and equality.
- Expect respect and offer respect all in a timely fashion.

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- Establish, promote, maintain and evaluate a variety of quality services.
 - Create continual improvement to deliver efficient and effective services and provide best value.
 - Strive to have a professional attitude at all times.
 - Encourage feedback from our customers.
 - Honour and protect confidential matters of the municipality.
 - Serve and execute duties with due diligence and honesty.
 - Observe all legislation and policies.
 - Ensure our products and services are accessible and meet a consistently high standard of quality.
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- Municipality of North Middlesex Responsibilities
 - The Municipality of North Middlesex will provide copies of our customer service standards policy upon request, and will ensure that the format is accessible for the customer.
 - The Municipality of North Middlesex will ensure that customers are provided with appropriate feedback mechanisms in a variety of manners, and have the ability to contact the Municipality of North Middlesex regarding concerns. We take customer feedback seriously, and will work to address comments, suggestions, and concerns. The Municipality of North Middlesex will acknowledge the receipt of feedback in an appropriate manner.
 - The Municipality of North Middlesex will only collect and use customer information in a lawful manner that protects the privacy of our customers, and is compliant with applicable legislation including the Privacy Act and PIPEDA (Personal Information Protection and Electronic Documents Act).
 - The Municipality of North Middlesex shall ensure that our facilities, products and services are accessible to persons with AODA requirements. All customer service provided by the Municipality of North Middlesex shall follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.
 - The Municipality of North Middlesex staff shall be provided with appropriate customer service training to ensure the consistent delivery of exceptional service.
 - The Municipality of North Middlesex employees will ensure that during absences from the office, whenever possible, their automated phone message clearly reflects the duration of time that they will be away, and if possible leave a message and contact will be made on return or earlier.

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Summary of Municipality of North Middlesex Response Times

The following table highlights the response time for customer service inquiries and concerns as received at the counter, by voice mail, telephone, e-mail, fax and by mail/courier.

Municipality	Type of Inquiries	Response Times
North Middlesex	At Counter	Immediate, if possible More Information needed respond within 3 business days
	Telephone	Immediate, if possible More Information needed respond within 3 business days
	Voice Mail	Immediate, if possible Acknowledge receipt within 1 business day More Information needed respond within 3 business days
	E-mail	Immediate, if possible Acknowledge receipt within 3 business days Respond within 15 business days
	Fax	Acknowledge receipt within 3 business days Respond within 15 business days
	Mail/Courier	Acknowledge receipt within 3 business days Respond within 15 business days
	Concerns	Immediate, if possible Acknowledge receipt in 1 business day More Information needed respond within 3 business days