



SIX NATIONS COUNCIL



Customer Service Statement

Six Nations Elected Council (SNEC) recognizes that in the provision of goods and services, everyone should receive proper attention in a kind and considerate manner that respects their dignity. As such, SNEC is committed to excellence in serving all customers including people with disabilities. In order to support this commitment, SNEC has approved the Customer Service Policy to ensure that SNEC departments are guided by the following principles and service standards in all interactions with the public:

- We are accountable to you
- We are responsive to your needs
- We will be respectful in our interactions with you
- We will give people with disabilities the same opportunity to access our goods and services in order to benefit from the same services, in the same place and in a similar way as other customers
- We will communicate with you in a way that takes into account your disability
- We will provide telephone service to you and offer an alternative if telephone communication is not suitable to meet your needs
- We are committed to serving people with disabilities who use assistive devices
- If we are providing copies of documents we will take into consideration your disability and whenever possible provide the document in a format that is acceptable to you
- We are committed to accommodating you and your support person or service animal
- We will be open during regular business hours. Any changes to regular business hours will be clearly posted and announced as soon as possible
- Voicemails will be acknowledged within 2 business days
- Fax, email or mail correspondence will be acknowledged within 2 business days of receipt and whenever follow up action is required, we will give you an approximate timeframe for our reply
- We are committed to ongoing training to serve you better

SNEC does not expect any employee to tolerate profane, offensive, or abusive language or acts and reserves the right to refuse service to any person who constitutes a risk to the health and safety of employees or repeatedly acts in a profane, offensive, or abusive manner.

SNEC will support all employees in meeting their service excellence responsibilities. SNEC is committed to actively seeking and hearing your feedback and will respond within 1 – 3 business days. Together we will make every effort to meet and exceed your expectations.