



## Customer Service Policy

Category: Organizational

Date for Review: January 2014

Approved By: GC#866/12/18/2012

Previous Versions: None

Effective Date: January 1, 2013

### 1. Purpose

To ensure that in the provision of goods and services to community members, Six Nations Elected Council consistently provides a high level of customer service in a kind and considerate manner that pays proper attention to and respects the dignity of everyone.

### 2. Policy Statement

Service excellence is a priority for Six Nations Elected Council. Six Nations Elected Council is committed to excellence in serving all customers including people with disabilities. Staff shall ensure that this commitment is reflected in all interactions with the public.

### 3. Our Customer Service Principles

3.1 When we provide a service to you, we are guided by four main principles that will help us meet and exceed your expectations.

(a) We are accountable to you. Programs and services will be delivered according to departmental objectives in a consistent manner. We respect your right to privacy and will keep your information confidential.

(b) We are responsive to your needs. We will provide accurate, quality advice, guidance and information in a timely manner. Information will be clear, up-to-date and easily accessible. We will be transparent in our program guidelines and decision making processes.

(c) We will be respectful in our interactions with you. Our programs will be delivered by knowledgeable and competent staff. You will be treated with dignity, respect and courtesy.

(d) We will give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

3.2 SNEC supports the customer service principles as set out above. However, under no circumstances will any employee be expected to tolerate profane, offensive, or abusive language or acts.

3.3 SNEC 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. Senior Directors shall be responsible for determining when a person is refused service due to violations of the above.

#### **4. Universal Service Standards**

4.1 The following service standards describe the service experience you can expect when dealing with SNEC departments.

- (a) All departments which provide goods and services will be committed to practicing a common set of service standards for telephone, correspondence and in-person locations.
- (b) If you visit one of our service locations, you can expect that business hours for staff-assisted services will be from at least 8:30a.m. to 4:30p.m., Monday to Friday unless otherwise posted
- (c) You will be served in order and, where appropriate, you will be informed of the expected waiting time and best times to receive speedier service
- (d) When you contact a department by telephone you can expect that we strive to answer your calls as quickly as possible but, on occasion, your call may be directed to voicemail. All messages left on voicemail will be acknowledged within 2 business days
- (e) When you contact SNEC by fax, email or mail, you can expect that correspondence will be acknowledged within 2 business days of receipt
- (f) Whenever follow up action is required, we will give you an approximate timeframe for our reply

#### **5. Accessibility Service Standards**

5.1 Six Nations Elected Council is committed to providing a barrier-free and accessible workplace, where everyone is treated fairly, equitably and with dignity. If you have a disability you can expect the following service standards when dealing with SNEC departments

- (a) Communication - We will communicate with you in a way that takes into account your disability.
- (b) Telephone Services - We will provide a fully accessible telephone service to you. We will communicate you over the telephone in clear and plain language and speak clearly and slowly. We will offer to communicate in writing, via email or with the assistance of a support person if telephone communication is not suitable to your communication needs or is not available.
- (c) Assistive Devices - We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. .
- (d) Alternative Formats - If we are providing you with copies of documents, we will take into consideration your disability and whenever possible provide the document in a format that is acceptable to you.
- (e) Use of service animals - We are committed to welcoming you and your service animal to all SNEC premises that are open to the public and other third parties.
- (f) Support Persons - We are committed to welcoming you and any support person who might accompany you.

#### **6. Notice of Services that are not Accessible**

6.1 In the event that we will be providing services that are not accessible we will provide notification that includes information on how to request accommodation.

## **7. Feedback**

- 7.1 We are committed to meeting and surpassing our service standards and your expectations. Comments on our services and how well your expectations are being met are welcome and appreciated. If you have comments or concerns about the provision of our goods and services, we encourage you to let us know and provide us with details at your earliest convenience.
- 7.2 You can expect that...
- (a) Comments received in-person, by email, fax, mail or telephone will be acknowledged within 1 – 3 business days of receipt
  - (b) If follow up action is required, we will give an approximate timeframe for our reply.
- 7.3 Information about the feedback process will be readily available to the public, and notice of the process will be provided on the website and/or other appropriate locations.

## **8. Notice of Temporary Disruption**

- 8.1 In the event of planned or unexpected disruption to services or facilities, Six Nations Elected Council will notify customers by clearly posting a notice at the location. The posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

## **9. Training**

- 9.1 The Human Resources Department will provide mandatory training to all employees who work with the public and all those who are involved in the development and approvals of customer service policies, practices and procedures. This training will be provided within 3 months of staff commencing their duties.
- 9.2 Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **10. Modifications to this Policy**

- 10.1 We are committed to developing customer services policies that respect and promote the dignity and independence of community members including people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

## **11. Responsibility**

- 11.1 The Senior Administrative Officer is the Procedural Authority and is authorized to approve any procedures, guidelines, and forms that are required for the implementation of this policy.
- 11.2 The Director of Human Resources is the Position Responsible and is accountable for ensuring: the ongoing accuracy of the policy; that any procedures, guidelines, and forms are developed and approved by the Procedural Authority; that the policy is reviewed when scheduled; and that the distribution requirements are met.

11.3 The Senior Administration Team are the Implementation Body and are responsible for ensuring that the policy is implemented in a timely manner within their respective departments and services.

**12. Related Documents**

12.1 *Canadian Human Rights Act*

12.2 *Accessibility for Ontarians with Disabilities Act*

**13. Key Stakeholders**

13.1 Accessibility Advisory Committee

13.2 Human Resources Department

13.3 Frontline staff

**14. Distribution List**

14.1 All employees

14.2 All front line service areas

**15. Authorization**

15.1 This policy was approved at the General Council meeting held on December 18, 2012 by resolution No. GC#866/12/18/2012 to be effective on January 1, 2013.