
Title: Customer Service Policy

Resolution #: 85/14

Approval: Board of Directors

Program Area: Corporate Services

Issue Date: November 27, 2014

Date of Last Revision:

Policy Statement:

The Otonabee Region Conservation Authority (ORCA) is committed to providing our customers with consistently high levels of customer service.

Application:

This Policy will be implemented in conjunction with ORCA's Accessible Customer Service Policy and the Ontario Municipal Freedom of Information and Protection of Privacy Act.

Guiding Principles:

- ORCA staff shall ensure that its products and services meet a consistently high standard of quality.
- ORCA staff shall provide service in a professional, polite and helpful manner, while ensuring that all interactions are conducted with integrity, discretion and respect.
- ORCA staff shall ensure that customer information collected by ORCA will be held in strict confidence and will be subject to the Ontario Municipal Freedom of Information and Protection of Privacy Act.
- ORCA staff will take responsibility for the quality and accuracy of our work.

Procedures:

Under normal circumstances, ORCA staff members will acknowledge all phone calls and email messages within 1 business day and provide a full response in a timely manner, normally within 15 business days. If a technically complicated or more comprehensive response requires additional time, ORCA staff will make every effort to identify an appropriate response date.

ORCA values customer feedback and will address all comments, suggestions and concerns. ORCA will ensure that customers are provided with appropriate feedback mechanisms in a variety of manners such as availability of a feedback form on ORCA's website and at the administrative office building and conservation area gatehouses. ORCA will acknowledge the receipt of feedback in an appropriate manner.

ORCA staff will keep their voice mail and email up to date to ensure that both staff and the public are aware of their availability.

Related Policies:

- Accessible Customer Service Policy
- Employment Policies