



CUSTOMER SERVICE STANDARDS POLICY	
Department	Community Outreach
Category	Administration
Sub Category	General

CUSTOMER SERVICE STANDARDS POLICY

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	X Board	BD24/19	Review Frequency:	Five Years
Lead	Director, Communications and Community Outreach		Next Review Date:	Sept. 2024

1.0 POLICY PURPOSE:

Essex Region Conservation Authority (“ERCA” or “the Authority”) is committed to providing our customers with consistently high levels of customer service. In the pursuit of our commitment, Essex Region Conservation Authority will strive to ensure that our products, services and facilities are provided in an accessible manner.

2.0 POLICY SCOPE:

This policy applies to employees, volunteers, board members, students and any other individuals providing customer service on behalf of ERCA.

3.0 DEFINITIONS:

3.1 “Customers” means:

- clients of all programs and services
- community and business partners and key stakeholders
- municipal, provincial and federal governments
- the public, including visitors to our conservation areas
- members of the Board of Directors and other staff

4.0 FRAMEWORK:

Administration has developed its Client Services Standards Commitment to align with the direction in the Client Services Standards Guidelines developed by the Client Services Standards Task Force and endorsed for use by Conservation Ontario.



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5.0 POLICY STANDARDS:

5.1 Our commitment to our customers

We will:

- provide customer service that is timely, welcoming and helpful
- provide knowledgeable, professional and courteous service
- treat all customers with respect, fairness, openness and equality
- ensure it is easy and convenient to contact us
- maintain customer confidentiality and abide by all privacy legislation
- ensure services are accessible to all and provide information in alternate formats upon request
- ensure our customer service locations are accessible, safe and healthy environments

5.2 Customer Service Standards

We will:

- answer telephone calls to our main reception in person whenever possible during office hours; outside of office hours or when it is not possible to answer a call in person, ensure that messages are responded to or forwarded to appropriate staff within one business day
- ensure all staff provide a courteous voicemail greeting indicating when they will be available to respond to messages
- acknowledge receipt of mail, voicemail and email within two business days
- explain our processes and provide a time estimate on all work
- keep customers informed and explain if there will be a delay
- post notice of service disruptions on our website and social media
- respect our customers' time by keeping scheduled appointments, and strive to attend to customers without appointments within 30 minutes
- use plain language wherever possible, and provide more detail or explanation when asked

5.3 Continuous improvement

We will:

- ensure that all customers have the opportunity to provide feedback on the service received



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- monitor feedback and review performance regularly, and provide an annual report to our customers via our website
- respond to all feedback if accompanied by contact information within two working days
- review our commitments and standards annually

5.4 What we expect from our customers

We ask that you please:

- behave courteously towards our staff and other customers
- be respectful of posted rules including those regarding parking, entry fees, smoking, motorized vehicles, wildlife and pets
- respect our practice of a 'no gifts' policy

6.0 POLICY PRINCIPLES

- 6.1 Essex Region Conservation Authority will provide copies of our customer service standards policy upon request, and will ensure that the format is accessible for the customer.
- 6.2 Essex Region Conservation Authority shall ensure that our products and services are accessible, and meet a consistently high standard of quality.
- 6.3 Essex Region Conservation Authority will ensure that customers are provided with appropriate feedback mechanisms in a variety of manners, and have the ability to contact Essex Region Conservation Authority regarding concerns. We take customer feedback seriously, and will work to address comments, suggestions, and concerns. Essex Region Conservation Authority will acknowledge the receipt of feedback in an appropriate manner.
- 6.4 Essex Region Conservation Authority 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.
- 6.5 Essex Region Conservation Authority shall ensure that our facilities, products and services are accessible to persons with a disability. All customer service provided by Essex Region Conservation Authority 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.



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6.6 Essex Region Conservation Authority staff members shall provide service in a professional, polite and helpful manner, while ensuring that all interactions are conducted with integrity, discretion and respect.

6.7 Essex Region Conservation Authority staff shall be provided with appropriate customer service training to ensure the consistent delivery of exceptional service.

7.0 RELATED POLICIES & PROGRAMS:

- ERCA Accessible Customer Service Policy
- ERCA Integrated Standards Accessibility Policy

8.0 RESOURCES:

- [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c11](#)
- [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56](#)
- [Personal Information Protection and Electronic Documents Act \(S.C. 2000, c. 5\)](#)
- [Canadian Anti-Spam Legislation](#)